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March 2007

Patient advocacy resource manual

Jeff HOPE

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Jeff HOPE

HEALTH OPPORTUNITIES, PREVENTION & EDUCATION

Patient Advocacy Resource Manual

Updated: Feb 15, 2007



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Introduction

Patient Advocacy began as a freestanding group, formed by medical students who wanted to help homeless men and women with their psychosocial needs, such as finding a job, obtaining health insurance, and joining a drug and alcohol rehabilitation program. Later, we merged with Jeff HOPE to form an organization that can address all of the needs of our patients. This combination of energies and talents has proven quite beneficial, especially because our patients often need services that are beyond the scope of what the Jeff HOPE medical clinic can provide. Thus, one of our most important responsibilities is to link patients from Jeff HOPE to the conventional medical system and other health care providers.

But more than just a source of referrals, Jeff HOPE Patient Advocacy exists to serve patients who face daily challenges and struggles that extend above and beyond their medical needs. We work to develop long-lasting, supportive relationships with our clients, which allow them to share their joys, frustrations, and hopes for the future. We hope to ease some of the burdens of homelessness.

The Patient Advocacy Resource Manual was designed to provide Patient Advocates, Jeff HOPE medical clinic staff, and other volunteers with the tools necessary to provide high-quality, comprehensive care for our patients. While the manual is by no means all-inclusive, we hope that it will set you off in the right direction. You should verify that phone numbers and addresses have not changed before you give them out to patients. *If you find an error in the manual, please notify one of the Advocacy Steering Committee Members so that they can update the manual.*

Advocacy is an art that takes time and practice to develop. This manual should be used as a starting point, but it is always important to learn from your experiences, colleagues, and patients. If you are willing to listen and help, you will make more of a difference than you ever thought possible.

Commonly Used Numbers

1. **Jeff HOPE Office (401 Curtis)** Phone: (215)955-1878
Fax: (215)955-9158
2. **JeffHOPE Clinic Directors**
 1. **Our Brother's Place:** Dorothy Wang - 215-432-8475
 2. **ACTS Shelter:** Michelle Hellman - 215-435-6537
 3. **Ridge Shelter:** Andy Matthews - 215-896-1108
 4. **Prevention Point:** Phil DiGiacomo - 215-896-1108
 5. **Eliza Shirley Women and Children's Shelter:** Cristina Maniu - 973-600-7286
3. JeffHOPE Advocates 2007-2008
 1. Joseph DePietro – (516) 655-7877
 2. Douglas Corwin - (610) 585 2081
 3. Virginia Jackson - (609) 504-9246
 4. Irina Belinsky – (856) 979 1039
 5. Mudit Gilotra - (301) 509-7105
 6. Kyle Meehan - (860) 803-1351
2. **Jeff HOPE Clinic Sites:**
 1. **ACTS I Shelter** (215)236-5631
Acts of the Apostles Church
2813 West Master Street
Philadelphia, PA 19121-3651
The Jeff HOPE clinic at ACTS I meets Wednesday nights.
 2. **Our Brother's Place** (215)236-7020,
(215)978-2892
907 Hamilton Street
Philadelphia, PA 19123-3815
The Jeff HOPE clinic at Our Brother's Place meets Thursday nights.
 3. **Prevention Point Philadelphia (PPP)** (215)787-0116
PPP Headquarters
333 West Girard Avenue
Philadelphia, PA 19123-1530
The Jeff HOPE clinic at Prevention Point meets Saturday mornings.
 4. **RHD Ridge Center** (215)236-0909
1360 Ridge Avenue
Philadelphia, PA 19129-2424
The Jeff HOPE clinic at Ridge meets Tuesday nights.
 5. **Eliza Shirley Women and Children's Shelter** (215)568-5111
1320 Arch Street
Philadelphia, PA 19107
The Jeff HOPE clinic at Eliza Shirley meets on Monday nights.

3. **Emergency Shelter Services**
 - A. **Outreach Coordination Center (OCC) of Project H.O.M.E.** (215)232-1984/7272
 - B. **Office of Emergency Shelter Services (OESS)** (215)686-7150/51/52

Intake for Single Men
Open 24 Hours: **RHD Ridge Center**
1360 Ridge Avenue
(215)236-0909

Intake for Women, Families and Married Couples (Proof of marriage is required for couples.)
Weekdays, 7:00 AM - 4:00 PM: **OESS Offices**
141 North Juniper Street
(215)686-7150/51/52

After Hours, Weekends & Holidays: **Eliza Shirley Residence of the Salvation Army**
1320 Arch Street
(215)568-5111
4. **Department of Public Welfare (Welfare and Medical Assistance)**
 - A. **DPW Helpline** (800)692-7462
 - B. **DPW website** www.dpw.state.pa.us
 - C. **Medical Assistance - HealthChoices Program** (800)440-3989
 - D. **Medical Assistance - Managed Care Providers**
 - AmeriChoice (800)321-4462
 - Health Partners (800)553-0784
 - Keystone Mercy Health Plan (800)521-6860
5. **Jefferson Clinics and Physician Practices**
 - A. Jefferson Hospital Ambulatory Practice (JHAP) (215)955-8465
 - B. Jefferson Family Medicine Associates (JFMA) (215)955-7190
 - C. Jefferson Obstetrics and Gynecology Associates (JOGA) (215)955-6776
 - D. University Surgical Services (USS) (215)955-7673
 - E. Jefferson Orthopedic Surgery (*do not accept MA insurance*) (215)955-3758
 - F. Division of Gastroenterology and Hepatology (215)955-8900
6. **Mental Health**
 - A. **Suicide and Crisis Intervention Line** (215)686-4420
 - B. **Mobile Emergency Team** (215)685-6440
 - C. **Crisis Response Centers (CRC)**
 1. **Einstein CRC (Northwest)** (215)456-7430
5501 Old York Road
 2. **Larkspur CRC (Northeast)** (215)831-4616
4641 Frankford Road
 3. **Mercy Hospital CRC (Southwest & West)** (215)748-9525
501 South 54th Street
 4. **Hall-Mercer CRC (Center City & South)** (215)829-5433
245 South 8th Street
 5. **Temple CRC (North)** (215)707-2577
401 North Broad Street
7. **Domestic Abuse (Please see section for more hotlines.)**

- A. **National Domestic Violence Hotline (24-hour)** (800)799-SAFE/7233
- B. **Child Protective Services - Philadelphia (24-hour)** (215)683-6100
- 8. **First Call for Help (United Way of Southeastern Pennsylvania)** (215)568-3750

The Advocacy Interview

The initial interview is the most important, and possibly the only, thirty minutes that you will spend with a client. There may be times when you will interview five to ten clients before one returns on a consistent basis. Do not let this discourage you. Rather, remind yourself that you are only a small part of your client's day and you only have a small window of opportunity to help change a lifetime's worth of habits. For a client who is ready to realistically confront his/her situation, a good initial interview may serve as the impetus for a prosperous relationship. For clients who are not ready, you can only provide them with an incentive to return when they need help or support.

The following interview format was designed to help you assess the problems faced by your clients. Addressing complex social issues in an organized fashion will help you talk frankly with your client about long-term goals. Your client is probably familiar with questionnaire-type interviews, and it is only through frank conversation that you will begin to appreciate his/her problems.

1. Introduction

Introduce yourself and the Jeff HOPE Advocacy Program. Tell the client that you will work with him/her to identify and pursue treatment goals, and stress the importance of a **one-on-one, cooperative, and consistent relationship**. As an advocate, it is your responsibility to research and, when appropriate, contact available resources, but *it is the client's responsibility to follow-up*.

2. General Information

- A. Name
- B. Date of Birth
- C. Social Security Number
- D. Department of Public Welfare ID Number, Medical Assistance or Medicare ID Number, Health Insurance Provider, and Primary Care Provider (if applicable)
- E. Do you have any identification?

3. Housing

A. Where are you staying? Are you homeless?

1. Yes, I am homeless:

- a. Where do you live?
 - 1. Do you live with friends or relatives? If so, how long?
 - 2. Are you staying in a shelter? If so, how long?
 - 3. Are you living on the street? If so, how long? Why aren't you staying in a shelter?
- b. Where have you stayed in the past, including shelters or with friends and relatives?
 - 1. Have you ever been "flagged" by Philadelphia's shelter system? If so, when and why?
- c. What factors led to your homelessness?
- d. Do you have any social supports, such as friends or relatives, who live in the area?
- e. Do you have any long-term plans? If so, what are they?
- f. Do you have a mailing address?¹

¹ Most shelters can serve as their residents' mailing address. Clients who are living on the street can register in the Gateway Service Center for a mailing address.

2. **No. I am not homeless:**
 - a. What led you the Jeff HOPE clinic today?
 - b. Do you live in your own house or apartment?
 1. If not, with whom are you staying? How long? What are your long-term plans?
 2. Do you have any concerns about your living situation?
- B. **Are there any other members in your household?** Are you responsible for providing for anyone else?

4. **Substance Abuse & Addiction**

Substance abuse and addiction problems are among the most devastating and difficult issues to treat. Your initial interview and developing relationship are important in helping your client address these problems. For clients who are ready to become clean, the advocate-client relationship can be an invaluable part of the recovery process. For clients who are not ready, your non-judgmental support through the highs and lows of addiction *may help later* if and when the client wants to take the steps towards long-term recovery.

A. **Do you use drugs or alcohol? Take a thorough history for substance abuse and addiction:**

1. What do you use now? What have you used in the past?
2. When did you start?
3. How long have you used?
4. How has your drug and alcohol use affected your life?
5. Have you ever been arrested as a result of your drug and alcohol use?

B. **Use the “CAGE” questions to screen for alcoholism:²**

- **C:** Have you ever tried to **cut down** your drinking?
- **A:** Have you ever been **angry** or **annoyed** by others criticizing your drinking?
- **G:** Have you ever felt **guilty** about your drinking?
- **E:** Have you ever use alcohol to “steady the nerves” or as an “**eye-opener**”?

C. **Are you interested in treatment/counseling programs?**

1. Have you attended any programs in the past? If so, what happened? Why didn’t it work?
2. How are you getting the money to buy drugs/alcohol? Do you sell? Have you ever been arrested?
3. Are you currently employed?³
4. Motivating factors for the patient’s drug use and if there are any situations that can trigger use for that patient.
5. Motivating factors for the patient to seek out treatment.

5. **Medical History**

Your client’s past medical history, especially how it relates to his/her living situation, should be included in your assessment. If time permits, take a medical history, inquiring about diabetes, hypertension, asthma, sexually-transmitted diseases, tuberculosis, HIV infection, and other health issues.

6. **Mental Health**

² Answering “Yes” to 2 CAGE questions is a strong indication for alcoholism. Answering “Yes” to 3 or more questions confirms alcoholism. (Brown et al., *Journal of Family Practice*. 1997 Feb; 44(2):151-60)

³ Money can be dangerous in the hands of an addict. Most outpatient treatment programs urge clients to remain in treatment, rather than pursue employment.

Although advocates are not expected to diagnose mental illness, it should be recognized that **homelessness, substance abuse, and mental illness could be symptoms of the same disease.** Consequently, it is not possible to effectively treat one without addressing the others.

Try to obtain the following information before making a mental health referral:

A. **Throughout the interview, assess your client's mental status.** Ask yourself:

1. Is his/her appearance particularly unkempt or strange?
 2. Is his/her behavior odd or inappropriate for the situation?
 3. Is his/her speech too slow, rapid, loud, soft, or monotone?
 4. Is his/her affect blunted, fixed, flat, inappropriate, labile, or restricted?⁴
 5. Does his/her thought processes seem strange, disorganized, tangential, loose, or otherwise abnormal?
 6. Is he/she experiencing delusions?⁵
 7. Is he/she hallucinating, such as hearing voices or seeing things?
- B. **Have you ever thought about hurting yourself or anyone else?** If so, when? Do you have a plan?

1. **Patients with suicidal or homicidal ideation must be referred immediately to the Jeff HOPE clinic director or shelter personnel!**

- C. **Have you ever seen a psychiatrist or another mental health professional?** Have you ever lived or received treatment at a psychiatric facility or hospital?
- D. **Have you ever taken medicines for mood or other psychiatric reason(s)?** If so, what medicines? Are you still taking them? If not, when and why did you stop?
- E. **Do you have an Intensive Case Manager (ICM)?⁶**

7. **Mental Retardation**

If you think that your client is mentally retarded, it is important to act quickly on their behalf.

These individuals tend to become overwhelmed by the shelter system. **The Office of Mental Retardation has outreach workers available 24 hours a day**, who will need an accurate history to assess the client's mental retardation status:

- A. Where did you go to school? How long did you attend? Did you graduate? If not, what was your highest grade-level attained?
1. Were you in special classes at school? If so, what kind of classes?
- B. Where do you live? Are you homeless? If so, where did you live before you became homeless?
- C. Do you have a history of any mental health problems?
1. Have you ever had a mental health or mental retardation caseworker before?
- D. Do you receive supplemental security income (SSI)?
1. Why are you eligible for SSI? What diagnosis makes you eligible for SSI?
 2. Where do you receive your SSI check? How much of your check is given to you?⁷

⁴ Affect is observable behavior seen in the expression of emotion, which responds to changes in emotional states. Mood is a sustained and pervasive emotional state.

⁵ A delusion is a fixed, false belief with no basis in reality.

⁶ The Office of Mental Health assigns an ICM to patients with chronic and/or severe mental illness. If your client has an ICM but is living on the street, you should contact his/her ICM immediately by calling the Office of Mental Health at (215)685-6440.

⁷ Mentally-retarded clients usually do not receive their checks. If a family member receives the check on the client's behalf, the family member may keep part or all of the check.

8. At the Very Least...

When you encounter a client who is living on the street, be sure that they have information about walk-in health clinics, shelters, and the Outreach Coordination Center of Project H.O.M.E. Also, make sure they know that Jeff HOPE Advocacy is always available to help.

Also, please feel free to give the Jeff HOPE office's telephone number to clients with whom you have developed a relationship, so that they can contact you when needed.

Do not give out the address of the Jeff HOPE office!

Identification

As an advocate, you may meet clients who report that all of their forms of identification have been lost or stolen. Consequently, they can't get a job, apply for benefits, or receive many other services.

There are several types of identification. Many applications are available online, and copies are available in the Patient Advocacy Binder in the Jeff HOPE Office.

The following information applies to clients who are US citizens. **Clients who are not US citizens should be referred to the Traveler's Aid Society at (215)523-7580. This organization can help citizens of other countries return to their homes there.**

1. Vital Records (Including Birth Certificate)

A client can obtain a copy of his/her **birth certificate and other records** (including marriage and divorce records) through the city or state agency for vital records of their place of birth. In general, the client will need to know his/her full name at birth, date of birth, place of birth (including city and county), father's name, and mother's maiden name, AND a photo ID. A fee may be charged for the copy; the fee in Pennsylvania is \$4.00. A photo ID is required to apply for a copy of a birth certificate: advocates or case managers at shelters can apply for a birth certificate on a resident's behalf.

For Pennsylvania:

Pennsylvania Division of Vital Records

**(215)560-3054 for
recording**

Philadelphia Branch Office

(215)560-6011 for ?s

1400 Spring Garden Street, Room 1009

Philadelphia, PA 19130-4090

Walk-in hours are weekdays, 8:00 AM - 4:00 PM.

For other states:

Visit www.ssa.gov/vitalstats.html.

2. Social Security Card

If your client needs a **new or replacement Social Security Card**, complete an application for a card. Applications are available from local Social Security offices and online at www.ssa.gov. There is no fee for a Social security card.

- A. **The Social Security Administration's general information hotline is (800)772-1213.**
- B. Philadelphia's local SSA office is located at:
1234 Market St., suite 2000
Philadelphia, PA 19107
(215)597-9278, open 9AM-4PM
- C. Types of Social Security Cards:
 - **For a new card** (for a client who has never received a Social Security Number), the client must show proof of age, identity, and US citizenship or lawful alien status.
 - **For a duplicate card**, the client must show proof of identity and US citizenship or lawful alien status (if born outside of the United States).

D. Proofs of Age and/or Identity:

- Birth Certificate (*Preferred Proof of Age, Not a Proof of Identity*)
- Driver's License
- Employer ID Card
- Passport
- Marriage or Divorce Record
- Adoption Record
- Health Insurance Card (*Not Medicare Card*)
- Military Records
- Insurance Policy
- School ID Card

3. Driver's License or Non-Driver Photo ID

If your client has a Social Security Number, he/she can obtain a **driver's license or Non-Driver Photo ID** from the Pennsylvania Department of Transportation (PennDOT). Your client may be required to show his/her Social Security Card and birth certificate. A fee of \$9.00 is charged.

A. For more information, visit PennDOT online at www.dot.state.pa.us or one of its local offices:

1. **PennDOT Photo & Exam Center (Center City Office)** **(215)560-2398**
1108 Market Street
M, T, W, F, Sa: 8:30-4:15, Th: 8:30-7:00
2. **PennDOT Photo & Exam Center (Philadelphia Office)** **(800)932-4600**
1530 South Columbus Boulevard
Tu-Sat

Social Security

1. What does the federal Social Security Administration do?

- A. Provides applications for Social Security I.D. cards
- B. Provides information about Medicare
- C. Provides Social Security benefits (2 types):
 - 1. **Social Security Disability Insurance (SSDI)**: A person is eligible for this program if he/she suffers from a disability that will keep him/her from working for at least one year. Disabilities can be physical or mental, and the first check will not arrive until 6 months after the onset of the disability.
 - 2. **Supplemental Security Income (SSI)**: If a person does not qualify for SSDI but is potentially disabled for at least one year *and* his/her income falls below a certain level, he/she may be eligible for SSI. A recipient of SSI automatically also receives Medical Assistance. If he/she is disabled after 2½ years, then he/she is eligible for Medicare.
 - A. While waiting for SSI approval, a client can also apply for Department of Public Welfare (DPW) benefits.

2. Who is eligible for Social Security?

To be eligible for Social Security, a client must have a valid social security number and have paid into the system for five of the last 10 years.

3. For More Information:

Weekdays, 9:00 AM - 4:00 PM:

Social Security Administration

801 Arch Street, 2nd Floor

(215)597-9278 or (800)772-1213

Web: www.ssa.gov

4. Quick Summary of the SSDI and SSI Programs

	Social Security Disability Insurance (SSDI)	Supplemental Security Income (SSI)
Who	1)Disabled workers under 65 years and their families. 2)Unmarried and disabled persons younger than 22 years with an insured parent or grandparent who is retired, disabled, or deceased. 3)Disabled widows and widowers.	Elderly, disabled, and/or blind persons with limited income and assets. US citizen or legal alien lawfully admitted for permanent residence.
Eligibility	1)Based on a person's work history, or the work history of his/her parents, spouse, or grandparents. 2_SSDI is not based of income; it is an “ Entitlement ” program.	Based on income, living arrangements, and other factors that affect financial need. SSI is not based on work history; it is a “ Needs ” program.
Start of Benefits	After the 6 th full month of disability.	On the day of application, although it takes several months to process the application.
Termination of Benefits	1)When recipient is no longer disabled or when his/her condition improves. 2)If the recipient is able to find a job while receiving benefits, there is a 9-month trial period to test his/her ability to work with the disability. Benefits continue during the trial period.	When the recipient’s income or assets rise above the set limits or when the recipient’s condition improves.

Veterans' Services

The Department of Veterans Affairs (VA) is responsible for administering the laws that provide benefits and other services to veterans and their dependents and beneficiaries. The VA has a variety of programs, including substance treatment programs and health care, which is provided by the Veterans Health Administration through VA medical centers. Detailed information and application materials for the VA are available online at www.va.gov. If a patient is a veteran, often the VA is their best option for follow up care.

Most veterans seen by the Jeff HOPE clinics also have a primary care physician at Philadelphia's VA medical center. **Veterans are eligible for free medications through the VA, but their VA physician must write the prescriptions.**

1. Health Care

- Philadelphia VA Medical Center** (215)823-5800
University and Woodland Avenues
Services: *Medical Care, including Psychological and Substance Abuse Counseling
(Care is free for incomes less than \$20,000/year.)*

2. Substance Abuse

- Philadelphia Veterans' Multi-Service Center** (215)923-2600
213-217 North 4th Street
Services: *Vocational Training, and Job Placement, Psychological Counseling and Referrals, Center for homeless veterans: Serves as a drop-in site with showers, washers & dryers, etc. Vans pick-up at shelters*
Eligibility: *Honorable Discharge, 180 Days of Civic Duty
Requires 214, VA Medical Card or Proof of Veteran Status*

3. Supportive Services

- Philadelphia Vet Center (Arch Street)** (215)627-0238
801 Arch Street, Suite 102
Services: *Offers Readjustment Counseling, Referrals, Information, and Support Services*
Eligibility: *Must have served either in combat or during the Vietnam era (1959-75)*
- Philadelphia Vet Center (Olney Avenue)** (215)924-4670
101 East Olney Avenue
Services: *Offers Readjustment Counseling, Referrals, Information, and Support Services, specializing in Post Traumatic Stress Disorder*
Eligibility: *Must have served either in combat or during the Vietnam era (1959-75)*

Department of Public Welfare (DPW)

The Department of Public Welfare (DPW) administers all programs for Children, Youth & Families, Income Maintenance, Medical Assistance, Mental Health & Substance Abuse, Mental Retardation, and other Social Programs for the Commonwealth of Pennsylvania. **To be eligible, a client must have had an established Pennsylvania residence for at least 60 days prior to application. Also, a client must not have terminated employment during the last 30 days.** Application requirements include a photo ID, social security number, residence, proof of citizenship, and record of household composition.

District offices disburse benefits according to household income, and cash payments are dispensed twice-per-month and food stamps are distributed once-per-month. Each welfare recipient is given a 9-digit ID number, whose last number corresponds to the day that the client receives his/her benefits. For example, if a client's ID number ends in 8, he/she will receive a check on the 8th and 18th business day of the month. Payments are available through point-of-service (ATM-like) machines throughout the city. The patient's ID number, as well as health insurance information are all recorded on **Access cards**.

Clients can go to the County Assistance Offices for help with applying for welfare benefits.

More information about welfare and the DPW is available online at www.dpw.state.pa.us.

1. What does the DPW do?

- A. Provides health insurance via Medical Assistance
- B. Provides Food Stamps
- C. Provides Cash Assistance (up to \$210.00 per month)

2. Who is eligible for services provided by the DPW?

Eligibility for DPW services depends on several factors, such as income, financial resources, composition of household (including dependents), and others. For specific requirements, contact the DPW Helpline at (800)692-7462 or online at www.dpw.state.pa.us.

3. For More Information:

- 1. **DPW Helpline** **(800)692-7462**
- 2. **Community Legal Services - Welfare Law Hotline** **(215)981-6485**
Provides free legal advice about welfare.
- 3. **Pennsylvania Health Law Project** **(800)274-3258**
Provides free legal advice about medical assistance.
- 4. **Philadelphia County Assistance Office Headquarters** ⁸ **(215)560-2900/2547**
For help applying for social programs.
Philadelphia State Office Building
1400 Spring Garden Street

⁸ A map and telephone directory for the Philadelphia County Assistance Offices are located in the Appendix.

Local Offices:

Alden District
5853 Germantown Avenue
(215)560-4800

Boulevard District
4109 Frankford Avenue
(215)560-6500

Center District
900 North Marshall Street
(215)560-3600

Delancey District
5548 Chestnut Street, 1st Floor
(215)560-3700

Local Offices Continued:

Elmwood District
5554 Chestnut Street, 2nd Floor
(215)560-3800

Federal District
1334 Bainbridge Street
(215)560-4400

Girard District
961 North Marshall Street
(215)560-3500

Hill District
301 East Cheltenham Avenue, 3rd Floor
(215)560-5200

Jefferson District[†]
2701 North Broad Street, 3rd Floor
(215)560-6600

Kent District
2701 North Broad Street, 2nd Floor
(215)560-5400

Lehigh District
2701 North Broad Street, 4th Floor
(215)560-4600

North District
219 East Lehigh Avenue
(215)560-4000

Nursing Home District
4601 Market Street
(215)560-5500

Ogonz District
301 East Cheltenham Avenue, 2nd Floor
(215)560-5000

Ridge District
1350 West Sedgley Avenue
(215)560-4900

Snyder District[§]
990 Buttonwood Street, 5th Floor
(215)560-4300

Tioga District
1348 West Sedgley Avenue
(215)560-4700

Unity District
4111 Frankford Avenue
(215)560-6400

Vine District
4601 Market Street
(215)560-2304

West District
5070 Parkside Avenue
(215)560-6100

[†] ACTS is located in the Jefferson District (2701 North Broad Street, 3rd Floor).

[§] Our Brother's Place, Prevention Point, and Ridge are located in the Snyder District (990 Buttonwood Street, 5th Floor).

Medical Assistance/Medicaid and Medicare

1. Medical Assistance/Medicaid

Medical Assistance (MA) is Pennsylvania's Medicaid program, which is the state and federally funded health insurance program for the poor. All clients receiving SSI or DPW benefits are automatically eligible for MA, which is administered by the DPW.

A. How can a client apply for MA?

1. To qualify for MA and any other DPW benefits, a client must have a health care provider complete an Employability Assessment Form, which assesses the client's physical ability to work.⁹ **Jeff HOPE does not complete Employability Assessment Forms.** Clients should be referred to their primary care physician, city health care centers or other providers.
2. **Application materials are available at local DPW offices and online at www.dpw.state.pa.us.**
 - a. If a client is homeless, he/she can use Our Brother's Place as a mailing address.¹⁰
 - b. Processing of applications can take up to 4 weeks. While they are waiting for coverage, clients can use Jeff HOPE, city health care centers, or other providers for health care services.

B. If a client has MA, how does he/she obtain medical care?

1. **HealthChoices is Pennsylvania's Medical Assistance (MA) managed care program.** It assigns all MA recipients to one of the following managed care programs:
 - **AmeriChoice** (800)321-4462
 - **Health Partners** (800)553-0784
 - **Keystone Mercy Health Plan** (800)521-6860
2. **The information hotline for HealthChoices is** (800)440-3989.
3. **If your client receives MA and needs substance abuse counseling and rehabilitation, call Community Behavioral Health at (888)545-2600.** (Please refer the Substance Abuse section.)

C. Where can a client get legal advice about MA?

Pennsylvania Health Law Project (800)274-3258

2. Medicare

Medicare is the federally funded health insurance program for elderly and disabled persons. Patients older than 65 years and within the Social Security system should automatically receive Medicare. Also, patients receiving SSDI for at least 2½ years are eligible for benefits. There are two major forms of Medicare:

- **Part A** is automatic, but only covers expenses related to hospitalization.
- **Part B** covers hospitalization and doctor visits. Clients must sign-up for this plan, which is paid by monies withheld from their monthly Social Security check.

Medicare does not pay for outpatient prescriptions. If a Medicare patient does not have a supplemental ("Medi-gap") insurance policy for prescriptions, he/she must pay for it with personal monies or:

- Patients with low incomes may be eligible for prescription medicines through MA benefits.
- Patients who are veterans are eligible to receive free medications from VA Medical Centers.

⁹ The Employability Assessment Form asks the physician whether the client is permanently disabled (disability for more than one year), temporarily disabled (disability for less than one year), or employable.

¹⁰ The mailing address for Our Brother's Place is 907 Hamilton Street, Philadelphia, PA 19123.

- Patients who are senior citizens but do not qualify for MA, may be eligible for the PACE program. PACE is funded by revenues from the state lottery, and enables a patient to pay only \$6.00 for any prescription. Application forms are available at pharmacies.

Referring Uninsured Versus Insured Patients

It is important to determine right away whether or not a patient has insurance. If they report having insurance ask them what plan and if they have their card. If so, their plan and member number should be used when appointments are made with outside physicians....let the patients know this! If they report having insurance but not having a card, it should be possible to call their plan (at any time of day) and determine if they are indeed on that plan. If so, see if you can get an insurance card sent either to the shelter or to another address where the patient can get it.

Uninsured Patients

Patients can be referred to either Fairmount Health Center or a City Health Center. At these clinics, patients can get a primary care physician and, if necessary, receive a referral to a specialist. This referral will enable the patient to receive specialized care for free or for a price they can afford. Unfortunately, it is very difficult for advocates to refer an uninsured patient directly to a specialist, as most are not “friendly” to this patient population.

Both Fairmount Health Center and the City Health Centers see patients by appointment and walk-ins. If patients choose to “walk-in,” they should be told to get to the clinic about an hour before the site opens. If they do not, they could end up waiting for hours.

Insured Patients

These patients should already have an established relationship with a primary care physician. If they do not, the advocate should help them find a primary care physician that accepts their insurance and is in their desired geographical location. If the patient needs to see a specialist, it is best to send them to their primary care physician for an insurance referral. If the patient’s insurance company does not require a referral from the primary care physician to see a specialist (though most do require a referral), the advocate can refer the patient to any specialist that accepts the patient’s insurance.

The following are common insurance plans carried by the homeless population of Philadelphia, and useful phone numbers for contacting them:

- **Keystone Mercy**
Main telephone number: 215-937-8000
Member Services telephone number: 1-800-521-8680
- **Americhoice**
Medicaid Member Hotline: 1-800-321-4462
Children’s Health Insurance Program (CHIP) Member Hotline: 1-877-707-KIDS (5437)
Both numbers operational 24 hours a day and 365 days a year.
- **Health Partners**
Member Services: 1-800-553-0784 (24 hours a day, 365 days a year)
Headquarters Office Number: 215-849-9606

City Health Care Centers

The Health Care Centers are managed by the city's Department of Public Health. They provide care for all Philadelphia residents, regardless of insurance status. Unfortunately, the system is overcrowded and uninsured clients should expect hassles and delays.

Appointments: Appointments are recommended (except for #1) but walk-ins are accepted if there is time, or if there is an emergency situation. If they have it, patients should bring ID (a driver's license or official picture ID), and proof of residence in the city of Philadelphia (a letter addressed to your home or a document from a government agency or business), proof family size, and income.

Insurance: The health centers accept almost any form of insurance, including Medical Assistance. If you do not have insurance you are charged on a sliding scale, based on your family size and income. Regardless of your insurance or income, *you will receive high quality care.*

Services: City Health Care Centers can provide general medical care, including but not limited to the following: adults and pediatric care, well and sick childcare, urgent care, immunizations, STD and HIV care, family planning, prenatal care, blood draws, X-rays, EKG, vision and hearing screens, medication, vaccines, PAS and digital prostate exams, TB care and testing. Most centers also provide gynecology, podiatry and dermatology care. If further specialty outpatient care is needed, patients will be referred to a local hospital.

Dental Care: Basic Dental care is provided at all centers except for #1 and Strawberry Mansion Healthcare Center. The phone numbers listed here are for Medical services. The Dental services numbers are listed in the "Dental" section of this binder.

Counselors and Social Workers: Benefits counselors can determine your income and work with you to determine a sliding scale for affordable payment. *They can also help you and your family get insurance.*

Languages: Some sites offer services in other languages in addition to English. If so, they are listed below with the site. Additional translation services are also available by telephone.

1. General Information Hotlines
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1. **Philadelphia Department of Public Health:**
(215)685-5000
2. **AIDS Hotline**
(215)985-AIDS
3. **Choice Hotline (maternal and child health)**
(215)983-3300
4. **Poison Control Hotline**
(215)368-2100
5. **Suicide and Crisis Intervention Hotline**
(215)686-4420
24 hours a day

2. Health Care Center Locations

#1 - 1400 Lombard Street (215)685-6570

STD Clinic & HIV Testing Only
 Walk In Only
 8:00 am – 8:00 pm Mon and Wed
 8:00 am – 5:00 pm Tue, Thu, Fri
 All Services are Free of Charge
 Family Planning Services - Monday nights only

#2 - 1720 South Broad Street (215)685-1803

*f*8:00 am – 4:30 pm Mon, Tue, Fri
 7:30 am – 4:30 pm Wed
 8:00 am – 7:30 pm Thu
 8:00 am – 12:00 noon Sat
 Languages: Cambodian/Khmer, Indonesian,
 Mandarin, Vietnamese, Spanish

#3 - 555 South 43rd Street (215)685-7504

7:30 am – 8:00 pm Mon
 7:30 am – 5:00 pm Tue – Fri
 Languages: French

#4 - 4400 Haverford Avenue (215)685-7601

8:00 am – 4:30 pm Mon, Wed, Thu, Fri
 8:00 am – 8:00 pm Tue

#5 - 1920 North 20th Street (215)685-2933

8:00 am – 4:30 pm Mon, Wed, Thu, Fri
 8:00 am – 8:00 pm Tue

#6 - 321 West Girard Avenue (215)685-3803

8:00 am – 5:00 pm Mon, Tue, Thu, Fri
 8:00 am – 8:00 pm Wed
 Languages: Spanish, Albanian
This is closest to Ridge, OBP, Prevention Point, and Eliza Shirley.

#9 - 131 East Cheltenham Avenue (215)685-5701

8:00 am – 4:30 pm Mon, Tue, Thu, Fri
 8:00 am – 8:00 pm Wed
 Languages: French, Haitian, Creole

#10 - 2230 Cottman Avenue (215)685-0639

8:00 am – 5:00 pm Mon - Fri
 5:00 pm – 8:00 pm Wed
(Peds Clinic/Pregnancy Testing)
 Languages: French, Arabic, Spanish,
 Russian

#SM - 2840 Dauphin Street (215)685-2401

Strawberry Mansion
 8:00 am – 4:30 pm Mon - Fri
 8:00 am – 7:30 pm every other Thu
This is closest to ACTS.

Community Health Centers

Community Health Centers are private or federally funded programs that provide health care and outreach services for the homeless, separately from the City Health Care Centers. In many cases, funding is proportional to the number of homeless clients served.

Fairmount Health Center

1412 Fairmount Ave.

(215)235-9600

Fairmount Primary Care Center is a private, non-profit health center run by Delaware Valley Community Health, Inc (DVCH), a federally funded organization. Fairmount is a community-focused health care organization that provides affordable, accessible, primary medical and dental care. They see approximately 27,000 patients/year, 46% of whom are uninsured. Many of the MDs and PAs at Fairmount are full-time employees, which they believe allows them to provide better continuity of care. Fairmount is less than 1 mile from Ridge, OBP and Eliza Shirley, and less than 2 miles from ACTS and Prevention Point. We make a lot of referrals to this site for care that we cannot provide at the clinics.

Services:

- **Pharmacy: Fairmount does not have a pharmacy on site.** Patients receive scripts from Fairmount and they can fill them at a pharmacy on 19th and Green. Fairmount is billed for the prescription. They will not cover the cost for outside scripts and they try not to fill psychiatric medications.
- **Therapy:** Fairmount has a full-time therapist on staff. She also consults with a psychiatrist and can provide referrals to a psychiatrist when needed.
- **Applying for Medical Assistance:** Fairmount staff can assist clients in filling out medical assistance forms. There are multiple insurance eligibility counselors at Fairmount. Clients need proof of income, address verification and a physical in order to apply for medical assistance. Clients can get this physical at Fairmount.
- **OB/GYN:** Patients can receive **ob/gyn care** at Fairmount. They have the choice of a midwife or an MD for their obstetrical care.
- **Primary Care Physicians**
- **Social Workers on Site**
- **Health Education**
- **Medical care**, including, but not limited to, the following: pediatric care, HIV testing, X-rays, physicals (by appointment only), flu vaccines, screening for chronic diseases, EKG, PAS and digital prostate screening, hepatitis screening, INR, and basic dental care.

Payment:

Services are provided in a fiscally responsible manner to all patients regardless of their ability to pay. However, once patients have accumulated a balance of \$100, staff will speak to them about making some sort of payment. Fairmount accepts all MA insurance and **charges uninsured clients according to a sliding scale, with a minimum fee of \$15 for uninsured or homeless clients.** Below is a listing of the minimum fees for some other services:

- Prescriptions: \$5
- Labs: \$3
- Therapist: \$3
- Pediatric visit: \$10
- Dental: \$15
- Dentures: \$175

Scheduling:

Clients should always make an appointment when possible! For routine physicals and forms, appointments are needed. For sick visits, walk-ins are accepted but they will generally have to wait longer and it is harder to see an MD without an appointment. Generally walk-ins before 10:45 are seen by 12:30 and walk-ins after 10:45 are seen after 1:30. **Patients are required to have a documentation of income (Supplemental Security Income check, unemployment check, income verification) and address (shelter address will work) in order to access services.**

Other Community Health Centers

1. **Broad Street Health Center (Spectrum Health Services)** (215)235-7944
1415 North Broad Street, 2nd Floor
Services: Family Medicine, Obstetrics & Gynecology, and Prenatal Care
Payment: Fees are based on family size and income and most insurance are accepted.
Hours: M, Tues, W, F: 8:30 am–5:00 pm; Thurs: 8:30 am–8:00 pm
(Except the 2nd and 4th Fridays of the month, when it's 8:30 am–12:00 pm)
Saturday 8:30 am–1:00 pm
Appointments are preferred, walk-ins are accepted when possible.
Languages: English, Spanish and Korean
2. **Covenant House Health Services** (215)844-0181
251 East Brighthurst Street
Services: Provides health care for predominantly Germantown residents.
Payment: If uninsured, patients are charged a sliding-scale fee.
Hours: M, Tu, W, F: 8:30 am–4:30 pm; Thurs: 8:30 am–7:30 pm; Sat: 8:30–11:30 am
3. **Greater Philadelphia Health Action** (888)296-GPHA(4742)
Services: Internal Medicine, Obstetrics & Gynecology, Pediatrics, Planned Parenthood, Podiatry, Nutrition, Case Management, Dental Care, and WIC program
Payment: If uninsured, patients are charged a sliding-scale fee.
Contact: For appointment at any GPHA clinic, call (888)296-GPHA.
 - A. **Chinatown Medical Center** (215)627-8000
930 Washington Ave
 - B. **Southeast Medical Center** (215)339-5100
800 Washington AvenueThe clinics listed are closest to Center City. Other clinic locations are available as well.
4. **Maria de los Santos Health Center** (215)291-2500
452 West Allegheny Avenue
Services: Comprehensive medical coverage and hearing, vision and HIV screening.
Also prenatal care and maternity services.
Payment: Sliding fee scale and accepts most insurances.
Hours: M, W, Thurs, Fri: 8:00 am–5:00 pm; Tues: 8:00 am–7:00 pm

5. **Mary Howard Health Center (PHMC)**

(215)592-4500

125 South 9th Street

Services:

Primary Care, including MA Forms, Work Physicals, Tuberculosis Screening, Health Education, Acute Medical Complaints, and Chronic Disease Management, referrals for Eye care

Hours:

Walk-ins: Mon-Fri 8:30 am-4:30 pm By Appointment; Mon-Wed 1:00 am-4:00 pm

Referrals for Insured Clients

This is a list of specialists in the area that may be “friendly” to patients with Medical Assistance. Advocates should call the specialist to make sure they accept the patient’s insurance. Most Jefferson departments also accept Medical Assistance (see next page).

Specialty	Address	Phone
Allergy	Drexel Allergy Clinic Broad & Vine	215-762-4040
Cardiology	Cardiology Consultants of Philadelphia 227 N. Broad Street	215-564-3050
Dermatology	Dr. Vaugh Graves St. Joseph Hospital 16 th & Girard	215-242-8230
Endocrinology	Drexel Endocrinology Associates 216 N. Broad St.	215-762-8114
ENT	ENT Drexel 219 N. Broad Street	215-762-4135
Gastroenterology	Drexel GI Clinic 219 N. Broad St.	215-762-6220
Hand Center	Dr. Taras Philadelphia Hand Center	215-521-3024
Infectious Disease	PA Hosp. Wood Clinic	215-829-5354
Nephrology	Clinical Nephrology 205 N. Broad St.	215-762-7785
Neurology	Drexel Neurological Associates 219 N. Broad	215-762-6915
Open MRI	Broad Street Imaging 221 N. Broad Street	215-557-0121
Ophthalmology	Dr. Posner Northeastern Associates 2314 E. York Street	215-291-2194
Orthopedics	Drexel Ortho Associates 216 N. Broad Street <i>\$50 fee per visit</i>	215-762-2663
Physical Therapy	Nova Care 2301 N. Broad Street	215-228-2656
Physical Therapy	Health South 219 N. Broad Street	215-762-4080
Podiatry	Dr. Oheming FPCC	215-235-9600
Radiology	Hahnemann Hospital Broad & Vine St.	215-762-1712
Surgery	Dr. Amron & Marcucer Drexel Surgical Associates 219 N. Broad St.	215-762-3430
Surgical Consultation	Dr. Michael Weinstein (Jefferson) <i>Will also see uninsured patients</i>	215-955-2165
Urology	Philadelphia Urology Associates 227 N. Broad Street	215-563-1199

Jefferson Clinics

To make an appointment with a Jefferson doctor, call the Thomas Jefferson University Hospital's Physician Referral Service.....1-800-JEFF-NOW (1-800-533-3669).

1. **Jefferson Family Medicine Associates (JFMA)** **(215)955-7190**
 833 Chestnut Street, 3rd Floor
Does not accept uninsured patients! Accepts all Medical Assistance programs.

2. **Jefferson Obstetrics and Gynecology Associates (JOGA)** **(215)955-7500**
 833 Chestnut Street, 2nd Floor
Accepts all Medical Assistance programs. Uninsured patients who are using birth control can be seen in the Family Planning clinic for a sliding-scale fee. Uninsured patients who are not using birth control can be seen in the Gynecology clinic for a fixed fee of \$50.00 for the 1st visit and \$40.00 for each subsequent visit.

3. **University Surgical Services (USS)** **(215)955-5721**
 111 South 11th Street, Suite 8330
Accepts all Medical Assistance programs. Uninsured patients are reviewed on an individual basis, but most patients usually get an office visit. However, if surgical procedures are indicated, the patient must obtain insurance to cover the hospital's costs.

4. **Jefferson Internal Medicine** **(215)955-6180**
 833 Chestnut Street, 7th Floor
 - **Division of Cardiology** **(215)955-5050**
 925 Chestnut Street, Mezzanine
 - **Division of Endocrinology, Diabetes and Metabolic Diseases** **(215)503-1272**
 346 Jefferson Alumni Hall, 1020 Locust Street
 - **Division of Gastroenterology and Hepatology** **(215)955-8900**
 480 Main Building, 132 S. 10th Street
 - **Division of Infectious Diseases** **(215)955-5161**
 834 Walnut Street, Suite 650
 - **Division of Nephrology** **(215)955-6500**
 4290 Gibbon Building, 111 South 11th Street
 - **Division of Rheumatology** **(215)955-8430**
 211 South 9th Street, Suite 600

5. **Jefferson Neurology** **(215)955-1234**
 900 Walnut Street, Suite 200

6. **Wills Eye Hospital (Jefferson Ophthalmology)** **(215)928-3073**
 Fourth Floor, 9th and Walnut Streets

7. **Jefferson Pediatrics** **(215)955-6520**
 700 College Building, 1025 Walnut Street

Hospitals and Emergency Medical Care

The first phone number listed in the main telephone number. The second in the phone number for the hospital's Emergency Department.

1. **Thomas Jefferson University Hospital** (215)955-6000
111 South 11th Street (11th and Sansom Streets) **ED: (215)955-6840**
2. **Albert Einstein Medical Center** (215)456-7890
5501 Old York Road (Old York and Tabor Roads)
3. **Children's Hospital of Philadelphia** (215)590-1000
34th Street and Civic Boulevard **ED: (215)590-3488**
4. **Episcopal Campus – Temple University Hospital** (215)707-1200
100 East Lehigh Ave (Front Street and Lehigh Avenue) **ED: (215)707-0800**
5. **Graduate Hospital** (215)893-2000
1800 Lombard Street (18th and Lombard Streets) **ED: (215)893-2350**
6. **Hahnemann University Hospital** (215)762-7000
230 North Broad Street (Broad and Vine Streets) **ED: (215)762-7963**
7. **Hospital of the University of Pennsylvania** (215)662-4000
3400 Spruce Street (34th and Spruce Streets)
8. **Pennsylvania Hospital** (215)829-3000
800 Spruce St. (8th and Spruce Streets)
9. **St. Christopher's Hospital for Children** (215)427-5000
E. Erie Avenue and N. Front Street **ED: (215)427-5053**
10. **Temple University Hospital – Main Campus** (215)707-2000
3401 Broad Street (Broad Street and Ontario Avenue) **ED: (215)707-3467**

Dental, Vision, and Podiatric Care

Dental, vision, and podiatric care are important needs among the homeless. Unfortunately, they are also the most difficult to find. The following providers have been the most helpful to date, but more contacts are always appreciated.

1. Dental Care

In addition to the following providers, most emergency rooms provide dental care (especially on weekends and after-hours). Uninsured clients should bring proof of income with them; a letter from a shelter is sufficient.

www.padental.org

1. **Albert Einstein Medical Center - Dental Residents' Clinic** (215)456-7130
5501 Old York Road, 2nd Floor Paley Building Monday- Friday 9 am- 5 pm
They don't accept medical assistance. Only those with commercial insurance will be seen. Fee for service
2. **City Health Care Center #6** (215)978-2816
321 West Girard Avenue
Services are by appointment. Offers dental care for HIV⁺ patients.
3. **Fairmount Health Center** (215)235-9600
1412 Fairmount Avenue
Hours (Walk-in): Monday - Friday, 8:30 AM -1:00 PM
The dental clinic operates on a sliding scale with a minimum payment of \$15 dollars/ procedure. Instruct patients to bring proof of income if they have no insurance, and proof of residence if they live in a shelter. They do simple procedures such as fillings and some extractions but for root canals or more complicated extractions, they are usually refer to Temple. Patients can also receive dentures at a reduced rate (approximately \$175) from Fairmount. Emergency walk-ins are taken at 8 AM and 2 PM only, not in between.
4. **Quality Health Services** (215)763-4445
2813 West Diamond Street
Hours (Walk-in): Monday, Tuesday, Thursday, & Friday, 8:30 - 11: 00 AM & 1:00 - 8:00 PM
The dental clinic operates on a sliding scale for the uninsured and those without income.
5. **Temple Dental Clinic** (215)707-2900
3223 North Broad Street
Hours: Monday-Friday 8:30-4:30
Medical Assistance insurance programs are covered if patient has dental coverage but uninsured must pay: 1st appt \$21, X-Ray \$9-\$69, emergency (exam, 1 X-Ray, 1 extraction) \$80. Fees range from \$25-\$55; patients 65 and older are eligible to receive a senior citizen discount. For walk-in hours, the patient should arrive at the clinic between 6:30 and 7:00 am.

6. **University of Pennsylvania - Dental Clinic** (215)898-8965
 240 S. 40th St. (40th and Spruce Streets)
Clinic provides emergency care, but patients must arrive at 6 am. They take 10 patients per day in the morning for emergencies. Patients MUST bring income verification. A letter from a social worker is also recommended. Penn has a federal grant to provide free care. To go to walk-in hours the patient should arrive at the clinic by 7:30 am. Only Keystone/Mercy is accepted for checkups. Audrie is the patient advocate 215 573 4742. www.dental.penn.edu

7. **Philadelphia Community College** (215)751-8625
 18th and Spring Garden

8. **Donated Dental Services — Eastern Pennsylvania** 717-238-8721
 P.O. Box 5025 800-716-8721
 Harrisburg, PA 17110
 Contact: Jennifer Gillete
Free dental services: major dental treatment, including oral surgery, periodontics, orthodontics, endodontics, prosthodontics. Eligibility: senior citizens and disabled or chronically ill children and adults who have demonstrated a financial need (uses 150% of the poverty level); no dental insurance; no significant savings; must require major dental treatment

9. **Philadelphia Health Management Corporation — Philadelphia Health Care for the Homeless Project** 215-985-2500
 260 South Broad Street

1. Dental Care for Children

1. **University of Penn Dental** (215)898-8965
 240 S. 40 st
Fee for service – arrive before 7 am for emergency services

2. **Temple Dental** (215)707-2900
 3223 N. Broad St
Fee for service – arrive before 6:30 am for emergency services

3. **Children’s Hospital** (215) 590-1563
 34th and Civic Center Blvd
*Fee for service. They accept Ameritrust and Penn Faculty Plan insurance
 Monday-Thursday 9am-5pm, Friday 9 am-1pm, accept children ages 2-12*

4. **Episcopal Hospital** (215) 426-6760
 Front and Lehigh Ave
Monday- Friday 7:30 am- 4 pm

5. **Einstein hospital** (215) 456-7130
 5501 Old York Road
*Fee for service or they accept Delta Dental, Aetna insurance
 Monday-Friday 8:30am- 3:30 pm*

- 6. St Christopher's** (215)427-5065
 Erie Ave at Front St
No root canals, fee for service or americhoice
- 7. Kid's Smiles** (215)492- 9291
Monday, Thursday 9am-5pm, Wednesday 10 am-6pm, Saturday 10 am- 3 pm

2. Vision and Eye Care

Clients can receive referrals from Fairmount to the Eye Institute or Maria de los Santos Health Center @ 452 W. Allegheny Avenue for eye care. The Mary Howard Health Center at 9th and Sansom (215-732-1163) will also provide referrals for eye care for the uninsured.

- 1. Eye Institute** (215)276-6000
 1200 West Godfrey Avenue
Hours: *Walk-in hours are available during business hours on weekdays.
 After-hours, call (215)991-2769.
 Patients must get a PHMC referral form from Fairmount or Mary Howard. With a referral they are eligible for a free eye exam and glasses. Medical assistance covers the eye exam if they have a yellow access card.*
- 2. Wills Eye Hospital Emergency Room** (215)928-3080
 9th and Walnut Streets
- 3. Services for the Blind** (215)627-0600
 Jim Swead
Patients who have a prescription for glasses from the Eye Institute can get glasses through a program with LensCrafters. Call Mr. Swead with the patient's name and the address of a LensCrafters that they can get to. He will write a letter for the patient to take to LensCrafters with his or her prescription, which will allow them to get glasses at no cost.

National Vision Programs

1. Vision USA

Now a year-round program, VISION USA can help these people by providing basic eye health and vision care services free of charge to the many uninsured low-income people and their families who have no other means of obtaining care. VISION USA, started nationwide in 1991, is a program developed by doctors of optometry who are members of the American Optometric Association. Approximately 314,000 low income working Americans have benefited from free eye exams through VISION USA.

Eligibility

The program is open to children and adults of all ages who qualify. Here are the general eligibility requirements, although they may vary by state. To receive free services, individuals must:

- Have a job or live in a household where there is one working member
- Have no vision insurance
- Have income below an established level based on household size, and
- Not have had an eye exam within 2 years

If an individual or family is eligible, they will be matched with a volunteer doctor of optometry

who will provide a comprehensive eye exam at no charge. The doctors are donating their services and may be limited in some areas. Eye- wear may also be provided at no cost or for a small fee/donation in some states.

How to Get Care

To apply, you may:

- Complete an online application from the link www.aoa.org/visionusa/pdf/Patient-Application-Form.pdf
- Write to VISION USA, 243 North Lindbergh Blvd., St. Louis, MO 63141
- Call 1-800/766-4466, 7 a.m.-9 p.m., CST, Monday through Friday

2. Glaucoma EyeCare Program

The Glaucoma EyeCare Program (GEP) promotes early detection and treatment of glaucoma. It raises awareness of glaucoma risk factors (family history, race, age), provides free glaucoma educational materials and facilitates access to eye care.

Eligibility:

- Are US citizens or legal residents
- Have not had an eye exam in 12 months or more
- Are at increased risk for glaucoma (family history, race, age)
- Do not have eye care insurance through an HMO or the VA

People eligible for a referral through the program receive a glaucoma eye exam. Patients with insurance will be billed and are responsible for any co-payments. Uninsured patients will receive the above care at no charge. Volunteers are asked to provide information and resources about further assistance.

To determine if one qualifies for a GEP referral call 1-800-391-EYES (3937) toll-free, 24 hours a day, seven days a week, 365 days a year.

EyeCare America offers other eye care programs for which individuals may qualify. Callers will automatically be screened to determine the program that provides the most appropriate eye care services. Eligible seniors who have not seen an ophthalmologist in three or more years may be able to receive a referral for eye care at no out-of-pocket expense for up to one year.

Eyeglasses, prescription drugs, hospital services, and fees of other medical professionals are excluded.

For more glaucoma information, visit our online partner Medem at www.medem.com/medlb/articleslb.cfm?sub_cat=2012, or call the toll-free helpline above.

3. Diabetes EyeCare Program

The Diabetes EyeCare Program (DEP) promotes annual, dilated eye exams for people with diabetes. DEP raises awareness about diabetic eye disease, including diabetic retinopathy, provides free diabetic eye disease educational materials and facilitates access to eye care.

Eligibility:

- US citizens or legal residents
- age 65 and older
- Have not seen an ophthalmologist in three or more years
- Have diabetes
- Do not have eye care insurance through an HMO or the VA

People eligible for a referral through the program receive a comprehensive, medical eye exam and up to one year of treatment—at no out-of-pocket expense—for any condition diagnosed during the initial exam. Volunteer ophthalmologists accept Medicare and/or other insurance reimbursement as payment in full. Uninsured patients will receive the above care at no charge.

To determine if a patient qualifies for a DEP referral call 1-800-272-EYES (3937) toll-free, 24 hours a day, seven days a week, 365 days a year.

For more diabetic eye health information, please visit our online partner Medem at www.medem.com/medlb/arti-cleslb.cfm?sub_cat=2012 or call the toll-free helpline above.

4. Seniors EyeCare Program

The Seniors EyeCare Program (SEP) helps to ensure that all eligible seniors have access to medical eye care and promotes annual, dilated eye exams. SEP raises awareness about age-related eye disease, including cataracts, provides free eye care educational materials and facilitates access to eye care.

Eligibility:

- Are US citizens or legal residents
- Are age 65 and older
- Have not seen an ophthalmologist in three or more years
- Do not have eye care insurance through an HMO or the VA

People eligible for a referral through the program receive a comprehensive, medical eye exam and up to one year of treatment—at no out-of-pocket expense—for any condition diagnosed during the initial exam. Volunteer ophthalmologists accept Medicare and/or other insurance reimbursement as payment in full. Uninsured patients will receive the above care at no charge.

To determine if one qualifies for a SEP referral call 800.222.EYES (3937) toll-free, 24 hours a day, seven days a week, 365 days a year.

For more seniors eye health information, please visit our online partner Medem or call the toll-free helpline above.

5. Children's EyeCare Program

EyeCare America's Children's EyeCare Program is working to make sure every child receives timely eye screenings for early detection and treatment of eye and vision problems. This includes rigorous vision screening during the preschool years.

Most children have healthy, normal eyes, but a few are born with serious eye diseases or disorders, some of which may not be obvious.

In most cases, these problems can be identified—and treated—even during the first few days of life. But with out early intervention, usually before the age of five, a child with an untreated eye problem may suffer from serious vision loss, or even blindness.

The Children's EyeCare Program (CEP) is designed to educate parents on how to recognize the symptoms of eye diseases and disorders in their children between newborn and 36 months of age. CEP encourages parents who think their child has a vision or eye problem to have their child's eyes examined by their pediatrician, family physician or, if necessary, by an ophthalmologist.

Every child, even those without noticeable eye problems, should have a vision screening and/or eye examination before his or her fifth birthday.

For more children's eye health information, please visit our online partner Medem at www.medem.com/medlb/articleslb.cfm?sub_cat=2012 or call the Children's EyeCare Program toll-free, 1-800-628-6733 , 8 a.m. - 4 p.m., Monday - Friday, Pacific Time.

3. Podiatric Care

1. **Temple University Foot and Ankle Institute** (215)238-1330
810 Cherry Street
Call for an appointment and state that the patient is homeless, the wait is usually about a week. They accept emergency cases (for example a broken bone, serious infection, or diabetic patient with a wound) Monday-Friday 8:30-3:30. They only accept Keystone Mercy and Health Partners insurance.
2. **Dr. Emmanuel K. Ohemeng, Jr.**
Fairmount Health Center, 1412 Fairmount Ave.
Dr. Ohemeng sees patients on Thursdays afternoons. Advocates should contact him to schedule an appointment for clients.
3. **Foot Clinic at Ridge**
A foot clinic is held at Ridge on the last Tuesday of each month. Residents must sign up in advance, and they can get exams, shoes that fit, and cleaning.

Women's Health

1. Obstetrics & Gynecology

1. **Jefferson Obstetrics & Gynecology Associates (JOGA)** (215)955-6776
834 Chestnut Street, Suite 420
M-F 8am-5pm
Walk-in hours on Monday, Tuesday & Wednesday for birth control only
Accepts all Medical Assistance programs. Only uninsured patients who are pregnant will be seen, and then JOGA will try to set them up with either insurance or regular prenatal care in another setting. Uninsured patients who are not pregnant will be referred out.
2. **Albert Einstein Obstetrics & Gynecology Clinic** (215)456-7180
5501 Old York Rd. (near Broad & Tabor)
M-F 8:30am-4:30pm
Walk-ins M-F for pregnancy tests and emergency contraception only
Accepts all Medical Assistance programs. Uninsured patients who are of childbearing age may be seen by a family planning counselor- call for details. Uninsured patients will also be seen for one ER follow-up.
3. **Temple Obstetrics & Gynecology Clinic** (215)707-3050
3425 North Carlisle Street (Intersection of Broad and Ontario)
M-F 8am-5pm
No walk-ins.
Accepts all Medical Assistance programs. Policy on uninsured patients differs according to situation-advocates should call with specifics on their patient.

2. Mammography

1. Linda Creed Breast Cancer Foundation

(215)564-3700

1601 Walnut St., Suite 1418

www.lindacreed.org – GREAT RESOURCE FOR ADVOCATES!!

contact@lindacreed.org

Offers free breast exams and mammograms. Clinics are held at different locations throughout the city- go to website under “Events” for upcoming dates and locations..

By calling _____ or 215-564-3700, information and support is available weekdays and with evening and weekend calls answered the next working day. Answers to questions, opportunity to discuss worries and concerns, access to available resources, plus support and understanding, are available through the information line.

*The **Emergency Assistance Fund** of Linda Creed Breast Cancer Foundation fulfills a crucial need to provide non-medical financial assistance to women facing day-to-day hardships while dealing with breast cancer treatment, its effects and other needs as determined by the Emergency Assistance Fund Review Committee.*

Rainbow Circle provides education, information and services to lesbians, gays, bisexuals and transgender persons to encourage and provide access to optimum breast health care. Rainbow Circle can help you. We understand the unique challenges faced by lesbian and bisexual women and transgender persons. If you are a lesbian or bisexual woman in need of a mammogram, please call the Foundation at 215-564-3700 for information about Rainbow Circle screenings.

A quiet place to find information on treatment, available resources and research through books, articles tapes and the Internet. Named for Eva Georgias, this attractive room is a complete resource center. A helpful staff person or volunteer is always ready to assist guests. Eva's room provides valuable information for breast cancer patients and their families. Located at the Linda Creed Breast Cancer Foundation office, 1601 Walnut Street, Suite 1418, Philadelphia, PA 19102-2909

The Linda Creed Breast Cancer Foundation provides _____ and necessary aftercare at a wide range of hospitals in the Delaware Valley for women who have little or no insurance. The program includes a clinical breast examination, teaching how to perform breast self-examination, guidelines for breast health followed by a question and answer session. Volunteers welcome participants and assure their comfort.

3. Family Planning

1. **Planned Parenthood** (800)230-PLAN
www.plannedparenthood.org – GREAT RESOURCE FOR ADVOCATES!

Elizabeth Blackwell Health Center
1211 Chestnut Street, 4th Floor
Hours M-Sa

Locust Street Center/Surgical Services Center
1144 Locust Street
Hours M-Sa

Information on and access to birth control, emergency contraception, abortion and abortion alternatives, prenatal care, STD screening, GYN exams.

2. **Schuylkill Falls Community Health Center** (215)843-2580

4333 Kelly Drive
M,Th,F 8:30-5
Tu,W 8:30-7

Donna Torrisi, director

Provides primary care for women, prenatal care for women in the NW Philadelphia area. Accepts Keystone Mercy, HMA and Health Partners. Sliding fee scale; no fee for teens 17 or younger. Walk-in or appointment.

3. **Women's Health Center** (215)546-2330

777 Appletree St., 7th floor (b/t Race & Arch, off 8th)
M-Sa 8-6pm

Provides 1st and 2nd trimester abortion services, options counseling, emergency contraception, STD treatment. Takes uninsured patients and all medical assistance programs.

4. **Alpha Pregnancy Services (social service organization)** (215)545-4673

1601 Lombard Street
M-F 8-6

Not a family planning clinic and does not provide abortion services, but provides referrals, counseling, education programs, and other services. Provides pregnancy testing. Appointment only. All services are free.

5. **Greater Philadelphia Health Action**

www.gphainc.org

Frankford Avenue Health Center, 4510 Frankford Ave.

Hunting Park Health Center, 1999 West Hunting Park Ave.

Southeast Medical Center, 800 Washington Ave.

(215)744-1302

(215)228-9300

(215)339-5100

All clinics provide obstetric/midwifery care, family planning services, STD testing and treatment, and GYN services.

Hepatitis B and C

Hepatitis B and C infections are very common. The following clinics provide counseling, testing, and treatment. Also, the city health care centers provide counseling, treatment and/or referrals, but do not perform testing unless deemed medically necessary by the health care provider.

1. **Frankford Avenue Health Center (Greater Phila. Health Action)** (215)744-1302
4510 Frankford Avenue
M-Th 8:30-8
F 8:30-5
Sa 8:30-12:30
Services are walk-in or by appointment; call (888)296-GPHA to schedule an appointment. Uninsured patients are charged a sliding-scale fee.
2. **Hunting Park Health Center (GHPA)** (215)228-9300
1999 West Hunting Park Avenue
M,Tu,Th,F 8:30-5, W 8:30-8
2nd and 4th Sa 8:30-12
Services are by appointment only; call (888)296-GPHA to schedule an appointment. Uninsured patients are charged a sliding-scale fee.
3. **Fairmount Health Center** (215)235-9600
1412 Fairmount Avenue
Cheryl Talib, Health Center Manager
M 8:30-7, Tu-F 8:30-5
Walk-ins for sick patients only; otherwise make appt. Accessible by buses C,33,and 61 or by the Broad St. subway line. Uninsured patients are charged a sliding-scale fee.
4. **Mary Howard Health Center (PHMC)** (215)732-1163
330 South 13th Street
M-Th 8:30-5, F 8:30-12
Walk-ins M-F after 12:45pm
Uninsured patients are seen free-of-charge.
5. **Schuylkill Falls Community Health Center** (215)843-2580
4333 Kelly Dr.
M,Th,F 8:30-5, Tu,W 8:30-7
Donna Torrisi, director
Services are by appointment or walk-in. Uninsured patients are charged a sliding-scale fee.
6. **Southeast Medical Center (GHPA)** (215)339-5100
800 Washington Avenue
M,Tu,W,F 8:30-5, Th 8:30-8
1st and 3rd Sa 8:30-12
Walk-in or appointment, call (888)296-GPHA to schedule an appointment. Uninsured patients are charged a sliding-scale fee.

HIV Infection and AIDS

Philadelphia Community AIDS hotline

(215)985-AIDS
Spanish: (215) 985-3350

1. Testing and Counseling Services

Jeff HOPE does not provide HIV testing services, since it requires counseling by a trained professional.

All of the following locations offer services **free of charge***.

A HIV Quicktest will give results in 20 minutes.

Normal HIV Testing and STD Testing will give results in 2-3 weeks.

1. **Philadelphia Health Care Center #1** (215)685-6570
1400 Lombard Street
Services: Walk-In Services, HIV Quicktest, Other STD Testing
Hours: Mon-Fri 8:45 am-4:15 pm; Mon and Wed 4:30-7:15 pm
2. **BEBASHI (Blacks Educating Blacks About Sexual Health Issues)** (215)769-3561
1217 Spring Garden Street, 1st Floor
Services: Walk-In Services, HIV Quicktest and STD Testing
Hours: Monday, Tuesday, Friday 9:00 am-4:00 pm
3. **Washington West Project** (215)985-9206
1201 Locust Street
Services: HIV Quicktest
Hours: Mon, Tues, Fri 9:00 am-4:00 pm, Thurs 4:00-7:00 pm (Walk-In Services)
Wed and Thurs 9:00 am-4:00 pm (By Appointment Only)
4. **Broad Street Health Center** (215)235-7944
1415 North Broad Street, 2nd floor
Services: Walk-In Services, HIV Testing and STD Testing
Hours: Mon-Fri 8:30-11:30 am; Tues & Thurs 1:00-6:30 pm; Mon, Wed, Fri 1:00-3:30 pm
5. **Women's Anonymous Test Site of Health Federation of Philadelphia** (215)246-5210
1211 Chestnut Street, Suite 701
Services: By Appointment Only, HIV Quicktest
Hours: Tuesday 9:30 am-12:00 pm
6. **Mazzoni Center (Specializing in services for the LGBT community)** (215)563-0663
1201 Chestnut Street
Services: By Appointment Only, HIV Quicktest, STD Testing (*sliding fee scale)
Hours: Monday-Friday 9:00 am-5:00 pm

2. Treatment, Management, Support and Education for AIDS

1. **Jonathan Lax Center (Philadelphia FIGHT)** (215)985-4448
1233 Locust Street
Services: *Provides free health care for all HIV positive patients, regardless of insurance status. Call for appointment (Appointment phone number: 215-780-1788). Also provides HIV testing for partners of clients. There are also mental health services and a pharmacy on-site.*
Hours: *Monday, Wed-Fri 9:00 am-5:00 pm; Tuesdays 9:00 am-7:00 pm*
2. **AIDS Activity Coordinating Office (AACO)** (215)685-5600
1101 Market Street, 9th Floor
Services: *Office of the Department of Health of Philadelphia. Provides case management, assistance with prescriptions, emergency financial assistance, assistance with food and housing, psychosocial services, peer counseling, complementary services, and many others.*
3. **Action AIDS** (215)981-0088
1216 Arch St., 6th floor
Services: *Free case management, buddy system, support groups, emergency financial assistance, assistance with housing and employment, alternative therapies, and prison services.*
4. **AIDS Law Project** (215)587-9377
1211 Chestnut Street, Suite 600
Services: *Provides legal services for HIV patients free of charge.*
Hours: *Call from 9:30 am-1:30 pm*
5. **BEBASHI (Blacks Educating Blacks About Sexual Health Issues)** (215)769-3561
1217 Spring Garden Street, 1st Floor
Services: *Provides education, case management, counseling and testing.*
Hours: *Mon, Tues, Wed, Fri 9:00 am-5:00 pm; Thursday 9:00 am-8:00 pm*
6. **Congreso de Latinos Unidos - Programa Esfuerzo** (215)763-8870 ext. 7101
3439 N. Hutchinson Street
Services: *Provides Latino education, support groups, counseling and HIV Testing.*

Tuberculosis

Tuberculosis is very common in the homeless community. Signs and symptoms of tuberculosis infection include fever, chills, night sweats, weight loss, cough, and hemoptysis (coughing/spitting up blood). Since it has important public health ramifications, cases of proven or possible tuberculosis are reported to the Department of Public Health.

Tuberculosis is screened by the Purified Protein Derivative (PPD) test, which identifies individuals who have been exposed or infected by *Mycobacterium tuberculosis*. However, a positive PPD does not necessarily indicate active disease, and patients must be evaluated by trained health professionals. Clients can get a PPD test at City Health Centers and Community Health Centers.

A client who presents with a newly positive PPD must be referred to the TB Control Program for evaluation and treatment, which provides services free-of-charge.

1. **TB Control Program**
500 South Broad Street
M-F 8:30-5

(215)685-6744

This is the entry point for the system, and the program refers patients to TB DOT clinics. Patients should be referred here if they have a new positive PPD w/negative chest x-ray, or if they have or have been exposed to a known case of active TB.

2. **TB Directly Observed Therapy (DOT) Clinic**
305 South 13th Street

(215)546-5820

The TB Control Program refers patients to the DOT clinic.

Hours:

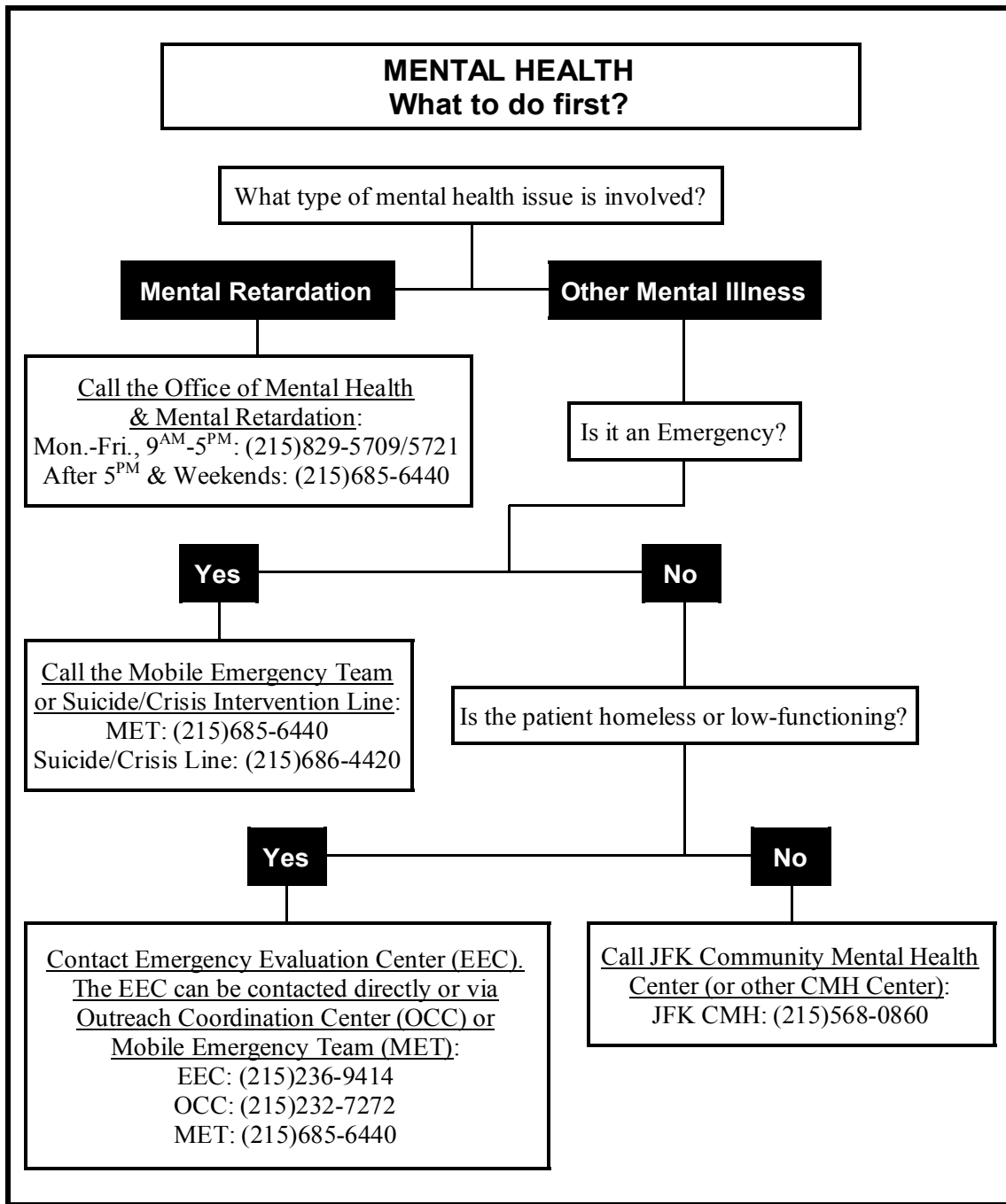
M-F 7:30 AM - 12:00 PM (Medications)

Tu, W, Th 1:00 – 3:30PM (Physician Visits)

Mental Health

Philadelphia's mental health system receives funding to serve the homeless, and it is a valuable resource for our clients. Unfortunately, the system can be tremendously difficult to navigate for many clients, so it is very important that our clients have somebody advocating for them at every step.

For quick reference, please see the **Flowchart for Mental Health**.



Several shelters, including Gateway, also offer mental health services. If you are at Gateway and suspect that a client needs mental health services, please see Dan Bartoletti from Hall-Mercer Community Mental Health & Mental Retardation Center. Dan works at Gateway every Monday and Wednesday, 9:30-12:30.

1. If your client is acutely homicidal or suicidal:

1. **Suicide and Crisis Intervention Line** (215)686-4420

Call this number for immediate assistance, especially if you do not know what to do or are concerned that your client may leave before the Mobile Emergency Team arrives.
www.philly.networkofcare.org

2. **Mobile Emergency Team** (215)685-6440
Office of Mental Health and Mental Retardation
Philadelphia Department of Health

A team of mental health professionals will come to the shelter to evaluate, stabilize, and transport your client to the Mental Health Crisis Center for evaluation.

3. **Crisis Response Centers (CRC)**

Crisis Response Centers provides 24-7 emergency services for psychiatric and/or substance abuse problems. Clients should only be referred to a CRC if they are able to make it there on their own. Otherwise, the Mobile Emergency Team should be contacted. If a client is not willing to wait for the team, make sure that he/she has the address and phone numbers of the local CRC.

- A. **Einstein CRC of Albert Einstein Medical Center (Northwest)**¹¹ (215)456-7430
Germantown Campus-1 Penn Boulevard 3rd floor
(on the corner of Chew and Wister St)
- B. **Larkspur CRC of Friends Hospital (Northeast)** (215)831-2300
4641 Frankford Road (Intersection of Roosevelt and Adams)
- C. **Mercy Hospital CRC (Southwest & West)** (215)748-9525
501 South 54th Street
- D. **Hall-Mercer CRC of Pennsylvania Hospital (Center City & South)** (215)829-5433
245 South 8th Street (Corner of 8th and Spruce)
- E. **Temple CRC of Temple University Hospital (North)** (215)707-2577
100 E. Lehigh Ave.

2. If your client is mentally ill and homeless:

Clients who are mentally ill and homeless should be referred to the **Emergency Evaluation Center (EEC)** at Girard Medical Center (8th Street and Girard Avenue). The EEC is designed to triage, stabilize, evaluate, medicate, and refer patients to respites or shelters. For admission into the EEC, clients must be able to contract for safety. The EEC can also be accessed through the Mobile Emergency Team or the Outreach Coordination Center. Bed space is limited. When you call the EEC, they will refer you to the office of mental health since all patients are admitted to the EEC through this office.

¹¹ Einstein also hosts the city's only Children's Crisis Response Center.

1. **Catch Emergency Evaluation Center (EEC)** (215)236-9414
8th Street and Girard Avenue (8th floor of Tower Building)

2. **Mobile Emergency Team** (215)685-6440
Office of Mental Health and Mental Retardation
Philadelphia Department of Health
A team of mental health professionals will come to the shelter to evaluate, stabilize, and transport your client to the Mental Health Crisis Center for evaluation.

3. **Outreach Coordination Center (OCC) of Project H.O.M.E.** (215)232-1984
1515 Fairmount Avenue 24-7 outreach hotline
Walk-ins welcome at the office M-F 8am-4pm
The OCC is a Project H.O.M.E. program that coordinates street outreach efforts in Center City. It targets homeless persons who are mentally ill, addicted but interested in treatment, and clients who are too sick to live on the street. OCC can only be called for an EEC referral after consulting with the Mobile Emergency Team.

3. Does your client have an Intensive Case Manager (ICM)?

The Office of Mental Health assigns an ICM to patients with chronic and/or severe mental illness. If your client has an ICM but is living on the street, you should contact his/her ICM immediately by calling the Office of Mental Health at (215)685-6440. All services should be coordinated through the ICM.

4. If your client is uninsured and needs non-emergency mental health services:

Uninsured clients can receive mental health services from Philadelphia's Community Mental Health & Mental Retardation Centers, including JFK CMH Center:

1. **John F. Kennedy Community Mental Health Center** (215)568-0860, ext. 342
112 North Broad Street, 7th Floor (Intake Unit)
Clients who are interested in seeing a psychiatrist but do not need immediate treatment or housing can be referred to JFK Mental Health Center. JFK receives funding specifically for providing services to homeless clients, and services include prescriptions and free medications. First-time clients should go to the intake unit on the 7th floor, where they will meet with a psychiatrist and a social worker.

More information about the Philadelphia Community Mental Health & Mental Retardation Centers is given below.

5. If your client has health insurance and needs non-emergency mental health services:

For a client with MA and enrolled in a managed care program, the program must authorize all mental health referrals (except Suicide/Crisis Intervention and Emergency Housing) prior to treatment:

- **AmeriChoice** (866)604-3267
- **Health Partners** (800)553-0784
- **Keystone Mercy Health Plan** (888)545-2600
(via Philadelphia Community Behavioral Health)

Clients with other forms of insurance must contact their insurance company for a referral.

6. Does your client have the dual-diagnosis of substance abuse and psychiatric illness?

1. If your client has insurance (MA programs or non-MA plans), he/she needs a referral from his/her insurance provider to a dual-diagnosis program.
2. If your patient is uninsured, he/she can be referred to **JFK Community Mental Health Center at (215)568-0860.**

7. If your client appears mentally retarded or needs to be evaluated for MR:

1. **Office of Mental Health and Retardation**

The Office of Mental Health and Retardation provides emergency placement services for mentally retarded patients.¹² Adults only. The office also helps register patients for MR services (including in home services, structured home groups, summer camps, etc)

Contacts: *Intensive Services Case Management*
Monday - Friday, 9:00 AM - 5:00 PM:

Adrienne Harmon-coordinator

(215)829-5721

Mary-Fran Steele

(215)829-5709

Weekdays after 5:00 PM & Weekends in emergencies only:

MR Delegate (On-Call)

(215)685-6440

8. Philadelphia Community Mental Health & Mental Retardation Centers (CMH/MRC)

The Community Mental Health & Mental Retardation Centers (CMH/MRC) are coordinated by the Office of Mental Health to provide services for any Philadelphia resident seeking treatment for

¹² There is no fee for placement services, and room and board is paid by the client's SSI funds or other arrangements.

mental health or mental retardation reasons. The centers are organized into base service unit (BSU) catchment areas, and patients should be referred to the closest CMH/MRC. ¹³

- # 1 John F. Kennedy CMH/MRC (Northcentral) (215)568-0860**
112 North Broad Street
- #2A Hall Mercer CMH/MRC (Southeast)**
8th and Locust Streets
Contacts:
CMH/MRC Clinic (215)829-3461
Emergency Crisis Center (215)829-5433
MH Intake (Adult) (215)829-7271
MH Intake (Children) (215)829-5553
- #2B Catch, Inc CMH/MRC (Southcentral) (215)735-7435**
1409 Lombard Street
Contacts: MH Intake (215)755-0500
MR Intake (215)755-8962
- #3 The Consortium CMH/MRC (Southwest)**
451 University Ave. (215)596-8163
6408 Woodland Ave. (215)596-8000 x229
- #4 Community Council CMH/MRC (West) (215)473-7033**
4900 Wyalusing Avenue
- #5A Warren Smith CMH/MRC (Northwest to Roosevelt Boulevard) 215)226-7100**
1006 West Lehigh Avenue
- #5B C0-MHAR CMH/MRC (North to Frankford Avenue) (215)427-6600**
100 West Lehigh Avenue
Contacts: MH Intake (215)427-5827
MR Intake (215)427-5856
- #6A Interac CMH/MRC (Northwest) (215)487-2134**
6012 Ridge Avenue
Contacts: MH Intake (215)487-1330
MR Intake (215)487-3030
- #6B Northwestern Human Services CMH/MRC (Northwest) (215)248-6700**
27 East Mt. Airy Ave., M-Th 8am-9pm; F: 8am-7pm; Sat: 9-5
Contacts: General MH Intake (215)248-6802/6890
- #6C Warren Smith CMH/MRC/Women's World (North to Cheltenham Avenue)**
1315 Windrim Avenue, M-F 9-5
Contacts: Intake (215)456-2626
24-hour Emergency (215)951-8300
(in Germantown Community Health Center)

¹³ A map of the Community Mental Health and Mental Retardation Centers' BSU catchment areas is located in the Appendix.

- #7A **Northeast CMH/MRC (Northeast to Cottman Avenue)** (215)831-2863
Roosevelt Boulevard and Adams Avenue
- #7B **PATH CMH/MRC (Northeast to Grant Avenue)** (215)728-4565
8220 Castor Avenue
www.passcenter.org
- #7C **Benjamin Rush CMH/MRC (North of Grant Avenue)** (215)632-9040
11082 Knights Road

9. Other Important Resources:

1. **Action AIDS - Mental Health Services** (215)981-0088
1216 Arch Street, 6th Floor, M-F: 9-5pm
Services: Case management, buddy system and support groups. Also provides vocational training, alternative therapies, referrals for housing and primary medical care, and HIV medications in emergencies.
2. **BEBASHI (Blacks Educating Blacks About Sexual Health Issues)** (215)769-3561
1217 Spring Garden Street, 1st Floor
www.bebashi.org
Services: Free, Confidential Testing and Counseling (Open to the Public).
Education Programs for Children & Youth, Gays, Bisexuals, and Men and Women of Color.
Hours: M, Tues, W, F 9:00 AM - 5:00 PM, Th: 9am-8pm
3. **Catholic Social Services** (215)587-3900
222 N. 17th St., M-F 8:30-4:30
Services: Supportive and Pastoral Counseling
4. **Community Behavioral Health** (888)545-2600
www.phila/bhs.org
Services: 24-hour Services, 365 days/year, including Mental Health Referrals, Crises, and Emergency Care for patients with MA
5. **Council for Relationships** (215)382-6680
4025 Chestnut St.
<http://www.councilforrelationships.org/>
Services: Family and group counseling. Ask for Rhonda Harvey for referrals.

Overview of Substance Abuse & Addiction

Substance abuse and addiction problems are among the most devastating and difficult issues to treat, and the relationship that you develop with your client can be very helpful when dealing with these problems. However, it is always important to recognize that the client must be motivated to change his/her behavior and take the steps towards rehabilitation and recovery.

Several terms are important when discussing drug and alcohol problems with other health professionals.

- **Substance abuse** is the maladaptive pattern of drug or alcohol use that leads to social, occupational, psychological, and/or physical problems.
- **Addiction** is psychological and/or physiological dependence on a substance that is beyond voluntary control.
- **Tolerance** is the property of becoming less responsive to a stimulus, especially over a period of continued exposure. It occurs when increasing doses of a substance are required to achieve the same effect.
- **Withdrawal** is the psychological and/or physical syndrome caused by the abrupt cessation of a substance. It does not necessarily imply substance abuse; a patient can be using a medication appropriately and still experience withdrawal symptoms.
- **Physical dependence** is a pattern of behavioral, physiologic, and cognitive symptoms that develop due to substance use or abuse. It is usually indicated by tolerance to the effects of a substance and withdrawal symptoms that develop when use of the substance is terminated.

1. Programs through the City of Philadelphia:

Coordinating Office for Drug and Alcohol Abuse Programs (CODAAP) (215)592-5444

1101 Market Street, 8th floor

This is the office of Philadelphia's Department of Public Health which oversees a wide variety of substance abuse treatments, preventions and interventions which are available to all residents of Philadelphia. CODAAP oversees a network of more than 30 providers throughout the city, including CBH and BHSI. Services include inpatient and outpatient programs, partial hospitalization programs, emergency services, and programs for adolescents.

- **Persons with Non-Medicaid (Private) Insurance** should coordinate a referral to the program through their primary care physician.
- **Persons who are Medicaid Eligible** should contact the Community Behavioral Health (CBH) organization.

Community Behavioral Health (CBH) (888)545-2600

CBH provides information about substance abuse and mental health programs. CBH refers clients to providers, based on insurance provider, need, and location. The phone line is staffed 24 hours a day, 7 days a week.

- **Persons without Insurance or who are not eligible for Medicaid coverage** should contact Behavioral Health Special Initiative (BHSI).

Behavioral Health Special Initiative (BHSI)**(215)546-1200**

BHSI supports and arranges treatment for clients with substance abuse and addiction. It works closely with CODAPP and Community Behavioral Health to provide care for clients who fluctuate between medical assistance and non-medical assistance status. It also provides services for patients with dual-diagnosis.

After contracting the appropriate office, the patient will be assessed and then referred to a program offering the appropriate level of care.

2. Alternate Programs:

*The best starting point for clients is usually **CBH or BHSI**, but these are other options.*

1. Horizon House**(215)386-5128**

120 South 30th Street
Outreach

(215)636-0606 x117

Horizon House is a major drug and alcohol program provider in Philadelphia. It has several programs designed specifically for homeless addicts, including the Transitional Treatment Program (TTX), which provides weekly Purchases-of-Service (POS's) to shelters for as long as the client returns to Horizon House daily for treatment. Clients must be referred by CBH or BHSI.

2. John F. Kennedy Community Mental Health Center**(215)568-0860**

907 North Broad Street

Offers outpatient treatment programs with individual counseling, but clients must have been using heroin for at least 1 year and have tried to quit before. Also, offers programs for patients with dual-diagnosis.

3. Diagnostic and Rehabilitation Center (DRC)**(215)625-8060**

229 Arch Street

DRC is a detoxification and rehabilitation facility that has inpatient and outpatient substance abuse programs. DRC does not accept patients taking methadone, but accepts pregnant women (who are receiving prenatal care) and patients with dual-diagnosis.

Programs for Substance Abuse & Addiction

The following section provides a few examples of substance abuse and addiction treatment programs that are available to our clients. These programs should only be used if the client has specific requests or presents with unusual needs or circumstances; **most patients should be referred to CBH or BHSI first.**

1. Detoxification Units and Inpatient Programs:

1. **Belmont Hospital** (215)877-2000
4200 Monument Ave (Ford Road and Monument Avenue)
Clients must be referred by CBH/BHSI for outpatient, inpatient, and intensive outpatient programs for men, women, and adolescents. For detoxification, clients must be referred from Jefferson Behavioral Health Network.
2. **Diagnostic and Rehabilitation Center (DRC)** (215)625-8060
229 Arch Street
DRC is a detoxification and rehabilitation facility that has inpatient and outpatient programs. DRC does not accept patients taking methadone, but accepts pregnant women (who are receiving prenatal care) and patients with dual-diagnosis.
3. **Kensington Hospital Detoxification Unit** (215)426-8100
136 West Diamond Street
Patients taking methadone must be referred by CBH. Does not accept patients with dual-diagnosis.
4. **North Philadelphia Health System**
Locations: **St. Joe's Hospital (16th Street & Girard Avenue)** (215)787-9000
 Girard Medical Center (8th Street & Girard Avenue) (215)787-2000
5. **The Residence of Presbyterian Hospital** (215)662-8880
39th and Market Streets
 Emergencies: (215)662-2121
 Assessment Center: (215)662-8747
 Inpatient: (215)662-8280
 Outpatient: (215)662-8793
Provides a detoxification program and services for patients with dual-diagnosis.
6. **Valley Forge Medical Center** (610)539-8500
1033 West Germantown Pike
Provides acute, sub-acute (dual-diagnosis), detoxification, and rehabilitation programs. Patients with dual-diagnosis must be stable and functional, and insured patients must have a referral from their primary care provider.

2. Outpatient Programs

1. **Diagnostic and Rehabilitation Center (DRC)** (215)625-8060
229 Arch Street
DRC is a detoxification and rehabilitation facility that has inpatient and outpatient programs. DRC does not accept patients taking methadone, but accepts pregnant women (who are receiving prenatal care) and patients with dual-diagnosis.
2. **Gaudenzia** (215)238-2150
1306 Spring Garden St. #2
Referrals: (610)399-6571
Provides treatment for drug and alcohol addiction. Referrals must come from CBH or BHSI, and no dual diagnosis.
3. **Horizon House** (215)386-5128
120 South 30th Street
Horizon House is a major drug and alcohol program provider in Philadelphia. It has several programs designed specifically for homeless addicts, including the Transitional Treatment Program (TTX), which provides weekly Purchases-of-Service (POS's) to shelters for as long as the client returns to Horizon House daily for treatment.
4. **Jefferson Substance Abuse Program** (215)790-9942
Intensive Outpatient: (215)790-9942 (21st Street and Washington Ave)
Narcotic Addiction: (215)735-5979 (21st Street and Washington Ave)
Outreach: (215)955-8856 (833 Chestnut Street, Suite 210)
Provides three programs: intensive outpatient, narcotic addiction, and outreach. The intensive outpatient program is designed for patients who abuse cocaine, the narcotics addiction program is for patients who use opiates, and outreach provides counseling services.
5. **Jefferson Family Center** (215)955-8577
1201 Chestnut Street, 11th Floor
Offers comprehensive services for pregnant, drug-dependent women and children. Jefferson is one of the only programs for pregnant women in the city.
6. **Northeast Treatment Centers at Bridge Street Counseling Center** (215)289-3350
2205 Bridge Street
Provides inpatient and outpatient programs. Clients are required to attend one group and one individual counseling session per week. The length of the program depends on the needs of the client.
7. **North Philadelphia Health System**
Locations: St. Joe's Hospital (16th Street & Girard Avenue) (215)787-9000
Girard Medical Center (8th Street & Girard Avenue) (215)787-2000
8. **Outley Professionals** (215)496-9550
121 North Broad Street #4
Offers outpatient services for cash and/or welfare benefits. The length of the program depends on the needs of the client.

9. **NHS Human Services - Parkside Human Services** (215)879-6116
5000 Parkside Avenue
Offers outpatient services, including a methadone maintenance program with Long Acting Methadone Maintenance (LAMM).
10. **Philadelphia Center for Human Development** (215)632-6400
10360 Drummond Road
Accepts all insured and uninsured clients, including those with a dual diagnosis. Offers an intense, outpatient program that requires clients to attend sessions from 2:00 - 7:00 PM every day.
11. **Presbyterian Hospital Outpatient Program** (215)662-8793
39th and Market Streets
Provides inpatient, outpatient, detoxification, and rehabilitation programs, including services for patients with dual-diagnosis.

3. Dual-Diagnosis Programs¹⁴

1. **Behavioral Health Special Initiative (BHSI)** (215)546-1200
714 Market Street, 4th Floor
BHSI supports and arranges treatment for clients with substance abuse and addiction. It works closely with CODAPP and Community Behavioral Health to provide care for clients who fluctuate between medical assistance and non-medical assistance status. It also provides services for patients with dual-diagnosis.
2. **John F. Kennedy Community Mental Health Center** (215)568-0860
907 North Broad Street
Offers outpatient treatment programs with individual counseling, but clients must have been using heroin for at least 1 year and have tried to quit before. Also, offers programs for patients with dual-diagnosis.
3. **Diagnostic and Rehabilitation Center (DRC)** (215)625-8060
229 Arch Street
DRC is a detoxification and rehabilitation facility that has inpatient and outpatient programs. DRC does not accept patients taking methadone, but accepts pregnant women (who are receiving prenatal care) and patients with dual-diagnosis.
4. **North Philadelphia Health System**
Locations: **St. Joe's Hospital (16th Street & Girard Avenue)** (215)787-9000
 Girard Medical Center (8th Street & Girard Avenue) (215)787-2000
5. **Presbyterian Hospital Outpatient Program** (215)662-8793
39th and Market Streets
Provides inpatient, outpatient, detoxification, and rehabilitation programs, including services for patients with dual-diagnosis.
6. **The Residence of Presbyterian Hospital** (215)662-8880
Provides a detoxification program and services for patients with dual-diagnosis.

¹⁴ Dual-diagnosis refers to patients diagnosed with substance abuse and psychiatric illness.

4. Methadone Programs

Like morphine, methadone is a narcotic substance. However, it has a longer duration of action and tolerance and physical dependence are slower to develop. Consequently, methadone substitution can be used to treat persons addicted to other opiates, such as heroin.¹⁵ This is especially important for pregnant women, who are often given methadone substitution therapy during pregnancy.

Methadone substitution programs provide methadone every morning, as well as counseling when appropriate. All programs require that clients are either insured or pay a daily fee of about \$30.00. Since they must go to their program every day, clients should only be referred to programs that are easily accessible for them.

1. **Achievement through Counseling and Treatment (ACT I)** (215)276-8400
5820 Old York Road
Offers methadone maintenance, counseling, and group and individual outpatient services.
2. **Achievement through Counseling and Treatment (ACT II)** (215)236-1000
1745 North 4th Street
Accepts patients with Medical Assistance and uninsured patients (for a sliding scale fee).
3. **Jefferson Substance Abuse Program** (215)790-9942
Intensive Outpatient: (215)790-9942 (21st Street and Washington Ave)
Narcotic Addiction: (215)735-5979 (21st Street and Washington Ave)
Outreach: (215)955-8856 (833 Chestnut Street, Suite 210)
Provides three programs: intensive outpatient, narcotic addiction, and outreach. The intensive outpatient program is designed for patients who abuse cocaine, the narcotics addiction program is for patients who use opiates, and outreach provides counseling services.
4. **Jefferson Family Center** (215)955-8577
1201 Chestnut Street, 11th Floor
Offers comprehensive services for pregnant, drug-dependent women and children. Jefferson is one of the only programs for pregnant women in the city.
5. **John F. Kennedy Community Mental Health Center** (215)568-0860
907 North Broad Street
Offers outpatient treatment programs with individual counseling, but clients must have been using heroin for at least 1 year and have tried to quit before. Also, offers programs for patients with dual-diagnosis.
6. **NHS Human Services - Parkside Human Services** (215)879-6116
5000 Parkside Avenue
Offers outpatient services, including a methadone maintenance program with Long Acting Methadone Maintenance (LMM).

¹⁵ The US Food and Drug Administration (FDA) and the US Drug Enforcement Agency (DEA) regulate methadone substitution programs.

7. Programs for Women and Children

1. **Beacon House** (215)707-0001
100 East Lehigh Avenue
Offers an inpatient program for women who are pregnant or have up to 2 children under the age of 12 years. Also, offers an outpatient program for men and women.
2. **Caton Village** (215)978-8010
1239 Spring Garden Street
Offers a long-term residential treatment program for women and their children.
3. **Interim House** (215)849-4606
333 West Upsal Street
Offers a 6 month residential treatment program for women; clients must be single and clean for at least 3 months. Provides services for patients with dual-diagnosis, but not for patients taking methadone.
4. **Interim House West** (215)871-0300
4150 Parkside Avenue
Offers a residential treatment program for pregnant women; clients must be clean for 3 months to apply.
5. **Jefferson Family Center** (215)955-8577
1201 Chestnut Street, 11th Floor
Offers comprehensive services, including methadone treatment, for pregnant, drug-dependent women and children. Jefferson is one of the only programs for pregnant women in the city.
6. **My Sister's Place – Thomas Jefferson University** (215)727-1640
5601 Kingessing Avenue
Intake (M-F 8:30-4:30): (215)727-7453
Offers a residential treatment program for women who are pregnant or have children under the age of 6 years. Clients can stay up to 1 year in the program, and the program can accommodate about 20 women and 30 children. Affiliated with Thomas Jefferson University Hospital.

8. Recovery Houses

Most recovery houses require that clients complete a detoxification program or enroll in an outpatient program prior to admission.

1. **Always Have a Dream** (215)829-1008
810 North 7th Street
Clients must have a POS from OESS, and can stay at the recovery house for up to 1 year. Residents pay rent, up to 30% of their gross income or welfare benefits, and are required to contribute 25% of their income to savings.

2. **Salvation Army Adult Rehabilitation** **(215)483-3340**
 4555 Pechin Street
No insurance required. A negative urine screen is required. Offers a 12-step recovery program, which takes 6 months to 1 year to complete. All residents must work at least 40 hours per week and attend counseling sessions. Also, clients may live at the program, rent free, for one month until they find employment. Interested clients should call the given number for more information about entering the program.
3. **Whosoever Gospel Mission** **(215)438-3094**
 101 East Cheltenham Avenue
Offers a Christian program for men with dual-diagnosis or drug addiction. No fees are charged.

9. Other Important Resources

1. **Alcoholics Anonymous** **(215)923-7900**
 444 N. 3rd St. #3
Offers information, counseling, and group meetings led by a facilitator.
2. **Al-Anon, Alateen, and ACOA (Adult Children of Alcoholics)** **(215)222-5244**
 4021 Walnut St.
3. **Cocaine Anonymous** **(866)777-0983**
Phone number staffed 24 hours, 7 days a week **(215)333-7798**
4. **National Drug Treatment Hotline** **1-800-662-HELP**
5. **Philadelphia Veterans Affairs Medical Center** **(215)823-5800**
 University and Woodland Avenues **1-800-949-1001**
In addition to many other services, the VA also provides drug and alcohol treatment programs.

Housing

1. Emergency Shelter Services

The Philadelphia Office of Emergency Shelter and Services (OESS, formerly OSHA) is responsible for the assessment and placement of homeless men, women and families into city funded homeless programs. Intake is divided between OESS, RHD Ridge Center, the Eliza Shirley Residence of the Salvation Army, and the Outreach Coordinator Center of Project H.O.M.E.

To stay in Philadelphia's shelter system, a client must have a Purchase-of-Service (POS), which is issued by any the following agencies. People should have an ID, be older than 18 years old, and have no open wounds. A POS is guaranteed during any of the following weather conditions:

- **Code Blue**: The temperature falls below 32°F and/or the wind chill falls below 10°F.
- **Code Red**: The temperature is above 95°F for one day or 90°F for three consecutive days.
- **Code Gray**: Excessive wind, rain, snow, or hail that does not meet the temperature criteria of the other codes, such as hurricanes or other weather emergencies.

A. Intake for Single Men

Open 24 Hours:

RHD Ridge Center
1360 Ridge Avenue
(215)236-0909

B. Intake for Women, Families and Married Couples (Proof of marriage is required for couples.)

Weekdays, 7:00 AM - 4:00 PM:

OESS Offices
141 North Juniper Street
(215)686-7150/51/52

After Hours, Weekends & Holidays:

Eliza Shirley Residence (Salvation Army)
1320 Arch Street
(215)568-5111

C. Outreach Coordination Center (OCC) of Project H.O.M.E. (215)232-7272 1515 Fairmount Avenue

OCC is a Project H.O.M.E. program that coordinates street outreach efforts in Center City. It has four vans that travel throughout the city offering transportation and POS's for homeless individuals living on the street. The OCC remains in constant communication with the shelters, so that available beds are given to those most in need. Ideally, the OCC would only give a POS to a homeless client who is unable to make it to a shelter due to physical or mental disabilities. If a homeless client is healthy, he/she should walk to RHD Ridge or Eliza Shirley for a POS.

2. Day Programs

In general, day programs operate Monday - Friday from 9:00 AM - 5:00 PM. They offer meals, showers, and clothing, and can serve as a client's mailing address. Many programs also have professional and volunteer staffs that provide health care, counseling, case management and social work services.

1. **Eliza Shirley (Salvation Army)** (215)568-5111
1320 Arch Street
Women only. Eliza Shirley is a 100-bed shelter for women and children.
2. **Gateway Service Center (Salvation Army)** (215)236-7381
907 Hamilton Street
Men and women allowed. Gateway is a 70-bed shelter for men.
3. **My Brother's House (Bethesda Project)** (215)985-1600
609 South 15th Street
Men only. Acts as a safe haven for 210 single adult men at different shelters around the city (OBP is one of these). They host a "ready-to-work" job placement program at OBP. Contact Reggie or Glen at OBP The Bethesda project offers a "wet shelter" for non-sober people where they offer job development, meals, showers, a change of clothes, and addiction resources.
4. **Mercy Hospice** (215)545-5153
344 South 13th Street
Women only. Provides shelter for women and children. Also, offers free meals on weekdays for anyone in need.
5. **Philadelphia Committee for the Homeless** (215)232-2300
802 North Broad Street
M-F: 9-1: showers, clothes, help with IDs, mailing address, free phone. Th: Women's day, Tu and Fri: peer counseling.
Men and women allowed.

3. Shelters

This is a partial list of shelters in Philadelphia. In general, a client can access the shelter directly or through OESS, but he/she must obtain a POS. A website for a shelter directory throughout the US is as follows: http://apps.grassroots.org/shelter_links/

1. **Brotherhood Mission** (215)739-4517
401 East Girard Avenue
Men only. Offers a Christian-based program, with access directly or through the church or welfare offices. Also, provides substance abuse counseling and meals.

2. **Calcutta House** (215)684-0480
1601 West Girard Avenue
Calcutta House is an 18-bed facility that provides personal and nursing care for homeless men and women with AIDS. Clients must be at least 18 years old, but they can stay as long as needed. Access directly or through Action AIDS at (215)981-0088.
3. **Catholic Social Services** (215)587-3900
222 North 17th Street
Provides shelter services, as well as family, individual, and marital counseling. Appointments can be made for counseling for Tuesday - Thursday at (215)854-7090.
4. **Eliza Shirley (Salvation Army)** (215)568-5111
1320 Arch Street
Women only. *Eliza Shirley is a 100-bed shelter for women and children. Also, offers a day program.*
5. **Our Brothers Place (Bethesda Project)** (215)236-7381
907 Hamilton Street
Men only. *Gateway is a 70-bed shelter for men. Also, offers a day program for men and women.*
6. **Mercy Hospice** (215)545-5153
344 South 13th Street
Provides shelter and case management for women and children. Usually gets referrals from other programs: ask to speak to Intake about any patients who are interested.
7. **My Brother's House (Bethesda Project)** (215)985-1600
609 South 15th Street
Men only. *My Brother's House is a safe haven for 20 men, who are usually mentally or chronically ill. However, clients must be mobile and somewhat stable to participate.*
8. **Outley House** (215)724-8355
69th Street and Woodland Avenue
Men only. *Outley House is a 200-bed shelter for men. Also, offers drug and alcohol programs.*
9. **People's Emergency Center** (215)382-2263
325 N. 39th St.
Provides shelter for women, families and teen girls, and can accommodate up to 70 people. Depending on the situation, the client can stay as long as needed.
10. **Project H.O.M.E.** (215)232-7272
1515 Fairmount Avenue
*Offers many shelters, low cost permanent housing, case management, education programs, employment, Mental illness assistance and addiction counseling. www.projecthome.org. They offer neighborhood-based affordable housing, economic development, and environmental enhancement programs, as well as through providing access to employment opportunities; adult and youth education; and health care.
For an application for project HOME housing: contact Melanie.Bartlett@projecthome.org, Outcome Management Specialist 215-232-7272, ext. 3053*

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| <p>11. Ridge Center (Resources for Human Development)
 1360 Ridge Avenue
 <i>Men only. Ridge is a 300-bed shelter for men.</i></p> | <p>(215)236-0909</p> |
| <p>12. St. John's Hospice
 1221 Race Street
 <i>Men only. St. John's Hospice is a shelter for men, who must be at least 19 years old. Clients can stay up to 9 months. On weekdays, provides meals from 12:00 - 1:00 PM and clothing from 8:00 - 9:00 AM.</i></p> | <p>(215)563-7763</p> |
| <p>13. Traveler's Aid Society of Philadelphia
 1201 Chestnut Street, 12th Floor
 <i>Provides transportation, shelter, food, and crisis-oriented and/or long-term case management services to people who are stranded, passing through, or new to Philadelphia.</i></p> | <p>(215)523-7580</p> |

<p>4. Residence Halls</p>

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|---|-----------------------------|
| <p>1. Parker-Spruce Hotel
 13th and Spruce Streets
 <i>Men and women allowed. Rent is \$115-\$167 per week, with 13% sales tax.</i></p> | <p>(215)735-2300</p> |
| <p>2. Sunday Breakfast
 302 North 13th Street
 <i>Men only, and residents can stay up to 30 days for no fee. Offers three meals per day. Also, provides a drug and alcohol rehabilitation program called the Overcomers' program, whose participants can stay for up to 1 year.</i></p> | <p>(215)922-6400</p> |

<p>5. Shelters For Victims Of Domestic Violence</p>
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- | | |
|---|---|
| <p>1) Women Against Abuse
 <i>Shelter</i></p> | <p>(215) 386-7777
 (215) 739-9999</p> |
| <p>2) Youth Emergency Service
 <i>Hotline/ Shelter</i></p> | <p>(800) 371-7233</p> |
| <p>3) Korean Women's Support Committee</p> | <p>(215) 886-8725</p> |
| <p>4) Congresso De Latinos Unidos</p> | <p>(215) 203-0303</p> |

Food and Clothing

1. Hotlines

1. **Referral Center for Food and Clothing** (800)366-3997
Operates Monday - Friday from 8:30 AM - 4:30 PM. Clients can call to learn about nearby soup kitchens and shelters with clothing.
2. **Office of Emergency Shelter Services (OESS)** (215)686-7150/52
Intake for Women, Families and Couples
M-F 8-4pm
Leticia Egea-Hinton, director (215)686-7190
141 North Juniper Street

2. Soup Kitchens and Food Distributors

Call ahead to confirm meal times and days.

1. **Brotherhood Mission** (215)739-4517
401 East Girard Avenue (866)HOPE4MEN
www.brotherhoodmission.org
Meals served every day, 6:30 - 7:00 AM, 12:00 - 12:30 PM, & 4:00 - 5:00 PM.
2. **Church of the Advocate** (215)236-0568
1801 Diamond Street
Meals served Monday - Friday, 12:00 - 2:00 PM. Also, provides emergency groceries on Friday at 9-11 AM and an after-school program for kids 6-12 years on weekdays from 3:00 - 6:00 PM.
3. **Gateway Service Center (Salvation Army)** (215)236-7381
907 Hamilton Street
Meals served Monday - Friday, 8:30 - 9:30 AM, 12:30 - 1:30 PM, & 5:30 - 6:30 PM. Also laundry facilities..
4. **Helping Hand Rescue Mission** (215)627-1656
610 North 6th Street
Helping Hand is a church-based program, and clients are encouraged to attend the service before the meal. Meals are offered every Sunday at 1:30 PM, and clothing is also available. Also, provides a spiritual enrichment session, where refreshments are served and toiletries are handed out.
5. **Our Mother of Sorrows** (215)878-0875
1030 North 48th Street
Meals are served Monday, Tuesday, & Wednesday, from 11:30 AM - 12:30 PM. Also, provides clothing and delivers food to certain homes, depending on the need.

6. **Salvation Army Soup Kitchen** (215)288-3287
4344 Frankford Avenue
Meals served Monday - Friday, 12:00 - 12:30 PM.

7. **St. Francis Inn** (215)423-5845
2441 Kensington Avenue
Provides meals Tuesday, Wednesday, & Thursday from 10:00 - 11:00 AM (bagged breakfast), Monday - Thursday from 4:30 - 6:00 PM, and Friday through Sunday 11:30-1pm.

8. **St. John's Hospice** (215)563-7763
1221 Race Street
St. John's Hospice is a shelter for men, who must be at least 19 years old. Clients can stay up to 9 months. On weekdays, provides meals from 12:00 - 1:00 PM and clothing from 8:00 - 9:00 AM.

9. **Sunday Breakfast** (215)922-6400
302 North 13th Street
Provides breakfast to clients who stayed the previous night(6:15am). Provides lunch at 12:30pm, but clients must attend chapel first at 12:00 PM. Provides dinner at 5:30 PM, but clients are encouraged to attend chapel at 5:00 PM.

10. **Tindley Temple United Methodist Church** (215)735-0442
750-762 South Broad Street
Meals served Monday, Wednesday, & Friday, 11:00 AM - 12:00 PM. Clothing and toiletries are also sometimes available.

11. **University City Hospitality Coalition** (610)527-1547
(215)472-9733

Provides free meals at 6:00 PM at:
 - Sunday: Hillel Foundation (bag lunches in summer)
215 S. 39th St.*
 - Monday: Penn Newman Center
3720 Chestnut St.*
 - Wednesday: Church of St. Agatha-St. James
38th and Chestnut Streets*
 - Thursday: St. Mary's Parish Hall
3916 Locust Walk*
 - Friday: Woodland Presbyterian Church
42nd and Pine Streets*
 - Saturday: St. Mary's Parish Hall (sandwiches at 12 pm)
3916 Locust Walk*

3. Clothing

In addition to the following programs, clothing is available at most shelters and day programs on a first come, first serve basis.

1. **802 North Broad** (215)232-2300
2. **We the People** (215)545-8436
Broad and Lombard Streets
3. **Sunday Breakfast** (215)922-6400
302 North 13th Street
Clothes exchange.

Employment

1. Finding a Job

- A. Can the client legally work in the United States? **If not, refer to Immigration Information Services at (215)735-5437.**
- B. **Does the client have identification and a Social Security card?** If not, help the client get these items.
- C. **Assess the client's skills and capabilities, prior job experience, and education.**
 - 1. Is the client physically and/or mentally able to work?
 - 2. Does the client have a current history of substance abuse? Can he/she handle the demands of a job?
 - 3. Will working jeopardize any benefits that the client receives?
- D. **Present the client with options toward finding a job**, such as newspaper classifieds and private employment agencies. Offer to work with the client to prepare a resume or practice interviewing skills.

2. Employment Agencies and Resources

- 1. **Express Personnel** **(215)893-1200**
1315 Walnut St.

- 2. **London Personnel** **(215)725-4300**
800 W. Olney Ave **(610)734-3223**
3 Garrett Rd (Upper Darby) **(610)239-8367**
314 W. Main St, Norristown PA

- 3. **Philadelphia Unemployment Project** **(215)557-0822**
1201 Chestnut Street, Room 702
www.philaup.org
John Dodds-director
Services: *Health Care Hotline, Housing and Unemployment Assistance, and Employment Services.*

- 4. **Urban League of Philadelphia** **(215) 561-6070**
1818 Market Street, 20th Floor
<http://www.urbanleaguephila.org/>

- 5. **Job Centers (Unemployment Compensation)**
Pennsylvania Department of Labor and Industry
Services: *Job Placement Services, Processing of Claims for Unemployment Compensation.*
Local Offices:
 - North 990 W. Spring Garden St. **(215)560-5465**
 - South 930 Washington Ave. **(215)952-1143**
 - Northwest 235 W. Cheltenham Ave. **(215)560-5787**
 - Olney 6055 N. 5th St. **(215)276-8830**

Transportation & Travel

1. **SEPTA Paratransit** **(215)580-7700**
Provides transportation for people with disabilities or those greater than 65 years old who live in Philadelphia, Montgomery, Bucks, Chester, and Delaware counties. Client must personally call for intake. Call (215)580-7145 to register for the program.

2. **Traveler's Aid Society of Philadelphia** **(215)523-7580**
1201 Chestnut Street, 7th Floor
Provides transportation, food, and crisis-oriented and/or long-term case management services to people who are stranded, passing through, or new to Philadelphia, will refer individuals to appropriate shelter

Legal Services

1. **Community Legal Services** (215)981-3700
1424 Chestnut Street
9-5 M-F. free to no/ low income individuals in non criminal matters. www.CLSphila.org
2. **Defender Association of Philadelphia (Public Defenders' Office)** (215)568-3190
70 North 17th Street
Provides legal representation and counsel in the criminal prosecution of indigent individuals.
3. **District Attorney of the City of Philadelphia** (215)686-8000
1421 Arch Street
4. **Homeless Advocacy Project**¹⁶ (215)523-9595
1424 Chestnut Street
Free civil legal services to those who are homeless or about to be homeless. Offers free monthly legal clinics and other services. <http://www.homelessadvocacyproject.org/>
5. **Judicare: Senior Law Center** Info: (215)988 1244
Land Title Building Intake: (215)988 1242
100 S. Broad Street, Suite 1810
Provides legal services for people over age 60 years. Walk ins: Monday, Tuesday, Wednesday 9:00 a.m. - 1:00 p.m. www.seniorlawcenter.org
6. **Lawyer Referral and Information Service** (215)238-6333
Assists in finding a private attorney—NOT FREE.
7. **Pennsylvania Human Relations Commission (Philadelphia Office)** (215)560-2496
1400 Spring Garden Street
www.phrc.state.pa.us
Investigates complaints of all types of discrimination.
8. **Temple Legal Aid** (215)204-1800
1719 North Broad Street
Low income, custody support, HIV, cancer, physical disabilities. Services are free as long as person meets their criteria. 9-5 by appointment only.
9. **Women's Law Project** (215)928-9801
Provides answers to legal questions, but does not provide representation. Guide women through the process of getting out, and getting advice. 9-4:30 M-F. www.womenslawproject.org
10. **Women Against Abuse** (215) 386-7777

¹⁶ A current legal clinic schedule for the Homeless Advocacy Project is available in the Patient Advocacy binder in the Jeff HOPE Office or online at www.libertynet.org/hap/clinic.html.

Domestic Violence

Many studies have demonstrated a link between homelessness and domestic violence¹⁷:

- In 1990, a study by the Ford Foundation found that 50% of homeless women and children were fleeing an abusive living situation.
- In 1998, a study of 777 homeless parents revealed that 22% of the group had left their last place of residence because of domestic violence.
- In 1998, 46% of cities surveyed by the US Conference of Mayors identified domestic violence as a primary cause of homelessness.

Hotlines can provide immediate safety to victims of domestic violence by providing safe emergency shelter, which will allow them to gain control of their lives.

It is important to note that health care professionals have a responsibility to identify potential victims of domestic violence. One important screening tool is the “**RADAR**” system:

- **R:** Routinely Screen (Female) Patients
- **A:** Ask Direct Questions
- **D:** Document Your Findings
- **A:** Assess Patient Safety
- **R:** Review Options and Referrals

1. Domestic Violence Hotlines for Women

1. **National Domestic Violence Hotline (24-hour)** (800)799-SAFE/7233
Provides English and Spanish-speaking operators.
2. **Women Against Abuse (24-hour)** (866)723-3014
Helps battered women find protection, housing, employment and legal services.
3. **Pennsylvania Coalition against Domestic Violence** (800)932-4632
4. **Women in Transition (24-hour)** (215)751-1111
Provides individual and group counseling for separated, widowed, divorced and abused women. Also, battered women's support groups and career development workshops are available.
5. **Women Organized Against Rape (24-hour)** (215)985-3315/3333
Provides extensive services for rape victims, including counseling, referrals, information, legal services, and support. A DHS referral is needed for clients under age 18 years.
6. **Rape, Abuse, Incest National Network (RAINN)** (800)656-HOPE
RAINN automatically transfers the caller to the closest rape crisis center from anywhere in the nation.

¹⁷ These figures were taken from National Coalition for the Homeless - Fact Sheet #8: “Domestic Violence and Homelessness.” The fact sheet (and others) are available online at www.nationalhomeless.org.

2. Child Abuse

If child abuse is suspected, there is a mandatory obligation to report it to Child Protective Services.

1. **Child Protective Services (24-hour)**
Philadelphia Department of Human Service (215)683-6100
Commonwealth of Pennsylvania (800)932-0313
2. **Child Abuse Prevention Effort (CAPE)** (215)831-8877
Provides counseling services for parents seeking help with parenting techniques, child development, discipline, life skills and/or home management. Also, offers a hotline with listening services and referrals for parents and caregivers.

3. Elder Abuse

1. **Older Adult Protective Services** (215)765-9040
Philadelphia Corporation for Aging (Helpline)
<http://www.pcaphl.org/>

4. Other Domestic Violence Hotlines

1. **The Attic Youth Center (Lesbian/Gay Youth)** (215)545-4331
Provide counseling, support groups, HIV testing, and activities nights
2. **National Victim Center** (800)394-2255
(Helpline)
Provides counseling and services for all victims of violent crimes. Operates Monday - Friday, 8:30 AM - 8:30 PM (EST).
3. **Philadelphia Lesbian & Gay Task Force** (215)772-2000
<http://www.op.net/plgtf/>
Provides a violence and discrimination hotline.

5. Hotlines for Batterers

1. **Menergy** (215)242-2235
7500 Germantown Ave.
Offers a group treatment program for men who abused their spouses and/or children.
2. **Project RAP** (215)629-9100
Offers individual and group counseling to men who verbally or physically abuse women.

Children & Youth

1. Crisis Hotlines and Resources for Runaways

1. **Covenant House Nineline (24-hour)** (800)999-9999
417 Callowhill Street (215)923-8350
As part of a national network, provides crisis counseling and referral information for youth.
www.covenanthousepa.org
2. **National Runaway Switchboard (24-hour)** (800)621-4000
(800)231-6946
Provides counseling and referral services for teenagers from anywhere in the country.
3. **Voyage House-The Attic** (215)545-2910/4331
419 S. 15th St.
Offers individual and family counseling, crisis intervention, referrals and information for runaway and homeless youth.
4. **Youth Emergency Services** (215)787-0633
1526 Fairmount Avenue
30 day temporary shelter for teenagers, ages 12 - 18 years.
www.ysiphila.org

2. Other Resources

1. **Al-Anon/Al-Ateen** (888)4ALANON
2. **CHOICE Hotline**
English (215)985-3300
Spanish (215)985-3350
CHOICE is a hotline service for youth that answers questions about safe sex, birth control, STD's, and other topics. Also, provides referrals to clinics. CHOICE is the city's referral agency for prenatal care.

3. Child Abuse

Please refer to the **Domestic Abuse** section for information and hotlines.

Websites

1. **Bethesda Project:** www.bethesdaproject.org
2. **Blueprint to End Homelessness (GPUAC):** www.homelessphila.org
3. **CHOICE Community Health Links:** www.choice-phila.org/links.html
4. **People's Emergency Center:** www.pec-cares.org
5. **Philadelphia Committee to End Homelessness:** www.libertynet.org/pch
6. **Philadelphia Health Management Corporation:** www.phmc.org
Health Data Resource Center: www.phmc.org/hdrc
Accessing Services for the Homeless Resource Guide
www.homelessphila.org/phmc.pdf
7. **Prevention Point Philadelphia:** www.critpath.org/ppp
8. **Project H.O.M.E.** www.projecthome.net
9. **Resources for Human Development, Inc.** www.rhd.org
10. **City of Philadelphia:** www.phila.gov
11. **Pennsylvania Department of Public Welfare:** www.dpw.state.pa.us
12. **Pennsylvania Department of Transportation:** www.dot.state.pa.us
13. **Social Security Administration:** www.ssa.gov
14. **PA Dental** (free dental clinics) www.padental.org
15. www.needymeds.com (great resource to find meds for patients)

LOTS OF OTHER WEBSITES INCLUDED IN BODY OF MANUAL!!

Pennsylvania State Programs

1. Pennsylvania's Breast & Cervical Cancer Prevention and Treatment Program – HealthyWoman Program

<http://www.dpw.state.pa.us/Family/BreastCancerScreening/003671547.htm>

The Pennsylvania Department of Health administers the HealthyWoman Project that provides screening services for mammograms, clinical breast exams, pelvic exams and Pap tests at no cost for women of low or moderate income with limited or no healthcare coverage.

There are participating HealthyWoman Project sites across the state. To find a HealthyWoman Project provider near you, please call: 1-877-PA-HEALTH or visit www.health.state.pa.us.

You must be screened through a HealthyWoman Project provider to be eligible for comprehensive coverage through Medicaid. If you are screened by another provider, you can be referred to a HealthyWoman Project provider in your community for the next steps in screening and diagnostic testing.

Normal test results mean no further services are necessary, and you should plan to be screened again next year. Abnormal results may mean that you need more testing, or that you may need treatment that is covered by the Breast and Cervical Cancer Prevention and Treatment Program. You do not need to go to the County Assistance Office to receive this coverage.

If you are eligible for the Breast and Cervical Cancer Prevention and Treatment Program, your healthcare coverage begins the date you are screened and diagnosed with breast or cervical cancer, or a pre-cancerous condition of the breast or cervix, through the HealthyWoman Project.

To monitor your need for treatment and continued eligibility, you are required to have your doctor submit a form to the Department of Public Welfare prior to the expected end of your treatment or at least once a year. If these steps are followed, your healthcare coverage through the Breast and Cervical Cancer Prevention and Treatment Program will continue for the length of treatment determined by your doctor.

QUALIFICATIONS

To receive healthcare coverage through the Breast and Cervical Cancer Prevention and Treatment Program, you must be: Under the age of 65; Screened through Pennsylvania's HealthyWoman Project; Diagnosed with breast or cervical cancer, or a pre-cancerous condition of the breast or cervix; Uninsured or have insurance coverage that does not include breast and cervical cancer treatment; A United States citizen or eligible alien; and A resident of Pennsylvania.

Women can receive free breast and cervical cancer screening and diagnostic services, including mammograms, clinical breast exams, pelvic exams, and Pap tests through the HWP if they:

- are 40 to 64 years old (or under 40 if they are symptomatic of breast cancer, require follow-up for an abnormal Pap test, or have not been screened in the past five years for cervical cancer),
- have no insurance, or limited insurance that does not cover breast and cervical cancer screening services, and
- have low to moderate income (under 250% of the Federal Poverty Income Guidelines), as indicated in the chart below.

2006 Federal Poverty Annual Income Guidelines @
250% of Poverty

Family Size	Gross Monthly Income	Annual Income
1	\$2,042	\$24,500
2	\$2,750	\$33,000
3	\$3,458	\$41,500
4	\$4,167	\$50,000
5	\$4,875	\$58,500
Each Additional Person	\$ 708	\$ 8,500

Services Rendered

Services are free for those meeting the eligibility standards. These services include:

- Clinical breast examination;
- Mammogram;
- Pelvic examination and Pap smear;
- Education on breast self-exam; and
- Follow-up diagnostic care for an abnormal result.

COMPREHENSIVE HEALTHCARE BENEFITS

In addition to your treatment for breast or cervical cancer, or a pre-cancerous condition of the breast or cervix, you will receive an ACCESS card which can be used the way other health insurance cards are used. Your ACCESS card entitles you to full Medicaid coverage throughout the course of your treatment, including, but not limited to:

- doctor or clinic visits
- lab tests and x-rays
- prescriptions
- hospital visits, including surgery
- home health agency services
- medical supplies and equipment
- emergency care.

How does a woman apply for the Breast and Cervical Cancer Prevention and Treatment Program?

A woman must apply for the Breast and Cervical Cancer Prevention and Treatment Program through the HealthyWomen Project. The woman can locate the HealthyWoman Project in her area by calling 1-877-PA-HEALTH. At the HealthyWoman Project site, the woman will

be screened for breast or cervical cancer, or a pre-cancerous condition of the breast or cervix. The HealthyWoman Project offers free:

- Mammograms
- Breast and pelvic exams
- Pap tests

The woman must complete a HealthyWoman Project Consent and Enrollment Form, which is Part A of the application. If test results are normal, the woman should plan to be screened annually. If test results are abnormal, the woman must:

- Complete Part B of the application (the Medicaid Eligibility portion of the form)
- Take the form to her provider
- Have the provider complete the diagnosis portion and fax or mail the application to the HealthyWoman Project

The HealthyWoman Project will forward the completed application to the County Assistance Office for an eligibility determination. The woman does not need to visit the County Assistance Office.

2. HEALTHY HORIZONS

<http://www.aging.state.pa.us/aging/cwp/view.asp?a=282&Q=173715>

BENEFITS: To ensure adequate health care for elderly and disabled persons with low incomes, and to allow more spendable income by paying their Medicare premiums, the state developed a special medical assistance program —Healthy Horizons.

The three levels of benefits are: (1) the Healthy Horizons Categorically Needy Program which pays medical benefits including prescriptions, doctor or clinic visits; Medicare premiums; and Part A and B deductibles and coinsurance; (2) the Healthy Horizons Medicare Cost-Sharing Program which pays only Medicare premiums and Part A and B deductibles and coinsurance (QMB); and (3) Healthy Horizons Specified Low Income Medicare Beneficiary Program (SLMB) which pays only the Medicare Part B monthly premium; and (4) the qualified Individual program (QI1) also pays the Medicare Part B premium.

THOSE ELIGIBLE: To be eligible for the first two programs your income may not be greater than 100 percent of the Federal Poverty Income Guidelines. For the SLMB Program, your income must be between 100 percent-120 percent of the Federal Poverty Guidelines. To qualify for the QI1 Program, your income must be between 120 percent and 135 percent of the Federal Poverty Guidelines.

For the Healthy Horizons Categorically Needy Program, resources may not exceed the SSI resource standards. For the Healthy Horizons Medicare Cost-Sharing Program and the SLMB Program, resources may not exceed twice the SSI resource standards. Persons with a dependent living in their home may be exempt from resource limits.

CONTACT: For more information on the program contact your local Department of Public Welfare, County Assistance Office; call the Department of Public Welfare Helpline toll free: 1-800-692-7462 from 9 a.m.— 4:30 p.m. Monday through Friday; or contact your local Area Agency on Aging.

3. Medical Assistance Transportation Program

<http://www.dpw.state.pa.us/LowInc/MATP/003670190.htm>

WHAT IS MATP IN PA?

MATP provides transportation to medical services for Medical Assistance (MA) consumers who do not have other transportation available to them. These transportation services are provided through County governments. The counties either provide transportation services directly or hire a transportation provider depending on the transportation resources available in a county, the transportation available may be :

- tickets or tokens to ride public transportation,
- mileage reimbursement for use of a private car, or
- paratransit services (for example, in a van).

The county will provide the type of transportation that is the least expensive while still meeting the consumer's needs.

Transportation is available to almost any service that MA pays for. Transportation can be provided to physicians, dentists, health clinics, podiatrists, rural health clinics, hospice programs, physical therapists, outpatient services, pharmacies, drug and alcohol clinics, mental health centers, outpatient rehab services, optometrists, dialysis clinics, psychologists, and ambulatory surgical services. Services that MATP **does not** include are emergency or other transportation requiring an ambulance, transportation to sheltered workshops, day care programs, transportation for visitation purposes, stretcher service, door-through-door service, transportation to non-medical services, and transportation during severe weather when deemed unsafe or transportation to any medical services that are not payable through the Medical Assistance Program. Exceptional transportation costs such as air travel, lodging, meals, attendants are paid for by local County Assistance Offices instead of MATP.

HOW TO ACCESS MATP IN YOUR COUNTY

Contact your local MATP provider 215-563-2000

- A one-time MATP application must be completed and signed
- The MATP provider will do an intake/assessment process to ask questions to verify current eligibility, to learn about any special needs or limitations you might have, and select an appropriate transportation mode.
- The MATP provider will give you information about how to schedule transportation, use the local program and about your rights.

4. CHIP: Children's Health Insurance Program

Program Name:	PA Children's Health Insurance Program (CHIP)
Address:	Main CHIP administrative office (not for applications): Office of Children's Health Insurance Program 333 Market Street, Lobby Level Harrisburg, PA 17120
Toll Free Number:	800-986-KIDS
Local Number:	None
Fax:	Not Applicable
Web Site:	http://chipcoverspakids.com/
Services:	PA CHIP contracts with private insurance companies to provide free or low-cost health insurance to children up to age 19. Participants choose their insurance company based on the county in which they live. Participants pay no or low-cost monthly premiums based on their family income. There are no deductibles or co-pays associated with CHIP.
Eligibility:	The applicant (child) must 1) be a US citizen or permanent legal alien and a resident of PA, 2) not have Medicaid or other health insurance, and 3) have a family income of 235% or less of the Federal Poverty Level.
Application Requirements:	Applicants need to know their gross income (before taxes), any other income, child support, car insurance, child care and work transportation expenses. Applicants also need to submit proof of income (one pay stub) and a completed application.
How to Apply:	Interested applicants can apply online, by phone, or by mail. Please call the above toll-free number for more information or to ask for an application.
Benefits:	This program covers immunizations, routine check-ups, diagnostic testing, prescription drugs, dental, vision, hearing services, emergency care, maternity care, mental health benefits, up to 90 days hospitalization in any year, durable medical equipment, substance abuse treatment, partial hospitalization for mental health services, rehabilitation therapies, and home health care.

5. PACE and PACENET

Program Name:	PACE and PACENET
Address:	Mail new applications to: PACE PO Box 8806 Harrisburg, PA 17105-8806
Toll Free Number:	800-225-7223
Local Number:	717-651-3600
Fax:	717-561-3608
Web Site:	http://www.aging.state.pa.us/aging/cwp/view.asp?a=3&Q=228861
Services:	PACE and PACENET are two programs to help seniors in the state of Pennsylvania get prescription medications. PACE has a lower income limit and lower prescription medicine copay than PACENET.
Eligibility:	For both programs the applicant must be 65 or older, a resident for at least 90 days prior to enrollment, and not enrolled in the Department of Public Welfare's Medicaid prescription benefits. For PACE: applicant must have an annual income of \$14,500 or less for a single person, or \$17,700 for a married couple. For PACENET: the applicant must have an annual income between \$14,500 and \$23,500 for a single person and between \$17,700-\$31,500 for a couple. PACENET members must also meet a \$40/month deductible and prescriptions purchased before enrollment cannot work towards the deductible.
Application Requirements:	PACE and PACENET verify applicants' eligibility using various sources, so there's no need to include documentation.
How to Apply:	The application can be downloaded from the website or filled out on line (https://pacecares.fhsc.com/). Applicants can also call the above numbers to get an application. The completed application can be faxed or mailed back.
Benefits:	This program only covers prescription medications, including insulin and insulin needles. For PACE clients the co-pay is \$6 for each generic prescription, and \$9 for each brand name prescription. For PACENET clients there is a \$40 monthly deductible that must be met, then the co-pay is \$8 for generic prescriptions and \$15 for brand name prescriptions.

6. MEDICAID COVERAGE FOR PREGNANT WOMEN

Below you will find information about the Medicaid Coverage for Pregnant Women Pilot Program. The goal of this pilot program is to prevent gaps in service for pregnant women and provide earlier enrollment in prenatal programs to ensure quality care. At the bottom of this page, you will find links to the enrollment application forms which can be printed from this website, completed by the applicant, and reviewed by the provider.

WHAT IS THE PILOT FOR PREGNANT WOMEN?

The Department of Public Welfare (DPW), Office of Medical Assistance Programs, recognizing the importance of seamless, consistent prenatal care is instituting a pilot program for pregnant women. This pilot program will prevent gaps in service for pregnant women and provide earlier enrollment in prenatal programs to ensure quality care for pregnant women.

WHY IS MEDICAID ELIGIBILITY IMPORTANT?

DPW is committed to ensuring access to prenatal care for pregnant women. Many doctors feel that the earlier a pregnant woman is examined the better the pregnancy can be managed overall, preventing miscalculation of due date, poor nutrition, as well as missing the opportunity to screen for certain conditions. Comprehensive prenatal care is a key factor in reducing the infant mortality rate and in decreasing postpartum medical needs. Furthermore, comprehensive Medicaid coverage during pregnancy is cost effective. It reduces infant health problems and reduces the need for intensive infant care. A federally funded study shows that comprehensive Medicaid coverage during pregnancy can save nearly \$3 for every \$1 spent.

Ineffective use of prenatal care contributes to an infant mortality rate that at 7.2 infant deaths per 1000 live births in Pennsylvania (2001 data) remains significantly higher than Massachusetts (5.2%) and the Healthy People 2010 goal (4.5%). Philadelphia (10.8%), Pittsburgh (10.5%) and other poorly performing cities have high Infant Mortality rates and also high rates of very low and moderately low birth weight infants, more births to teenage mothers and more absent or late prenatal care according to statistics from the Centers for Disease Control and Prevention. DPW, through its HealthChoices managed care program, has deployed care management resources targeted to address these issues. To benefit however, women most needing these services are those most likely to lose eligibility through non-compliance with administrative processes. During a single six-month study period, DPW identified 700 women who lost eligibility for managed care and care management services. Retroactive reinstatement of the fee-for-service benefit cannot replace the lost opportunity to support these high-risk women in obtaining the services needed to deliver healthy infants at term.

To address this problem, DPW has developed the Pilot for Pregnant Women. Under this pilot program, eligible women will begin Medicaid coverage as soon as they are determined to be pregnant and then rapidly transitioned into managed care. This pilot program combines flexible eligibility guidelines with a simplified application and eligibility determination process to enable eligible pregnant women to obtain comprehensive primary care during pregnancy and

the postpartum period. Additionally, the option for the woman to apply for other family members at this time is available. The goal of the intervention is to eliminate gaps in eligibility and maintain continuous managed care enrollment throughout the pregnancy. This continuous enrollment will enable care management to continue uninterrupted and is expected over time to substantially reduce poor birth outcomes and their associated program costs.

WHO SHOULD APPLY?

An Application for Medicaid Coverage for Pregnant Women (PA 600PW) and Family Supplement should be completed by or for a patient with a verified pregnancy who needs assistance to pay the medical expenses associated with her pregnancy.

Providers should suggest that a patient with a verified pregnancy submit an application for benefits if the patient does not have health care coverage or she has inadequate coverage in her current plan, or indicates she does not have sufficient financial resources to pay for continued prenatal care. If the pregnant woman has other children, she can be encouraged to apply for medical benefits for them as well.

The provider's initiative in identifying patients who may qualify for Medicaid benefits and suggesting these patients apply for benefits, will help to decrease the number of indigent women who receive inadequate prenatal care. The Family Supplement should also be completed if the woman chooses to apply for medical benefits for other family members. The provider will also be ensuring that the patient has applied for benefits to pay for the services the provider renders.

WHERE TO APPLY:

Patients with a verified pregnancy may apply for Medicaid benefits at the office of any Medicaid participating provider who verifies the pregnancy.

HOW TO APPLY:

Providers who verify pregnancy have the primary responsibility for determining if the applicant meets the income guidelines for Medicaid benefits under the Pilot for Pregnant Women. Eligibility is based on the number of persons living in the applicant's household and the combined household income. The unborn **is included** as a household member in determining eligibility. If multiple births are expected and verified, count each unborn child. **Resources of household are not considered.** Financial eligibility limits for pregnant women are considerably higher than those used to determine eligibility for other Medicaid Programs. (See Income Limits Chart below.)

Eligibility is determined by the County Assistance Office (CAO) based on the information provided by the patient on the Application for Medicaid Coverage for Pregnant Women (PA 600PW). Information for other family members for whom medical assistance is being requested is provided on the Family Supplement.

The PA 600PW is divided into five parts:

- Part A - Pregnant Woman Information
- Part B - Spouse's Information
- Part C - Parent's Information
- Part D - Children's Information
- Part E - Health Plan Selection

In addition, the applicant must certify that she is a U.S. citizen or an alien lawfully admitted for permanent residence, by signing the Certification of Citizenship or Alien Status.

The PA 600PW includes an instruction sheet, which contains detailed instructions on form completion. The provider should follow the step-by-step instructions provided on the instruction sheet.

The provider has the patient complete, sign and date the PA 600PW. The provider may assist the patient in completing the application.

The provider, or designated representative, reviews the information listed by the patient to ensure that all questions have been answered and that the patient signed and dated the application and the Certification of Citizenship or Alien Status. The provider is not required to verify the information listed by the patient.

The provider completes the Provider Use section of the application. The provider must verify that the patient is pregnant, and record the expected delivery date. The provider adds the unborn child to the household size indicated by the applicant. The provider compares the family size, including the unborn child, and the household income as recorded by the applicant to the Income Limits chart. Please note that the income eligibility limit for other household members is generally LOWER than the limit for pregnant women. If the household's total income is equal to or less than the monthly income figure for the appropriate family size, the patient will be eligible for Medicaid benefits. If the household's total monthly income is greater than the monthly income figure for the appropriate family size, the applicant is not eligible for Medicaid benefits, but should be referred to the County Assistance Office for follow-up.

She may be eligible for CHIP or other sources of coverage for her prenatal care.

If the patient is eligible, the provider will have the applicant choose a managed care plan and primary care provider (PCP). The provider will indicate the chosen plan and the PCP on the application form. If the selection is not indicated, the Enrollment Assistance Contractor will contact the applicant to complete the selection process.

At the end of the 60-day postpartum period, the County Assistance Office will follow up with the applicant to obtain necessary information and documentation to determine ongoing Medicaid eligibility for the woman and family. During the delayed verification period, the pregnant woman (and her family if woman chose to apply for them) will continue to be eligible for Medicaid benefits and will be enrolled in managed care. If the Department finds that the

client inaccurately reported income and was not eligible at the time of authorization, benefits will be ended.

INCOME LIMITS:

The 2004 income limits used to determine eligibility for Pregnant Women are based on 185% of the Federal Poverty Income Guidelines. Listed below are the 2004 income limits for Pregnant Women:

FAMILY SIZE MONTHLY LIMIT	INCOME LIMIT
2	\$1,926
3	\$2,416
4	\$2,907
5	\$3,397
6	\$3,887
7	\$4,377
8	\$4,868
Each additional person	+ \$491

NOTE: If the woman's pregnancy is verified, the unborn child is counted as a family member when establishing the income limit. If multiple births are verified, each unborn child is counted as an additional family member for income determination

7. Special Pharmaceutical Benefits Program

What is the Special Pharmaceutical Benefits Program (SPBP)?

The SPBP is a program for low and moderate income individuals and families that helps pay for specific drug therapies used for the treatment of persons with HIV/AIDS or a DSM IV diagnosis for schizophrenia. Please note that the HIV/AIDS side of the SPBP is usually called: AIDS Drug Assistance Program (ADAP) in other states.

Who administers and funds the program?

The SPBP is administered by the Department of Public Welfare (DPW), Office of Medical Assistance Programs. The HIV/AIDS portion of the program is funded through a combination of Ryan White Emergency Care Act Title II funds and state funds. The mental health drug component is funded exclusively through state funds. **The SPBP is not an entitlement program.**

How can clients access the program?

Clients can obtain an SPBP application from their local County Assistance Office, community based AIDS service organizations, Department of Health clinics, hemophilia centers, some doctors' offices and pharmacies, and local mental health providers. Applications may also be printed from this DPW website (please refer to the bottom of this page). Clients may also call

or write to the SPBP staff for an application. State government agencies that order forms online should request Application Publication Numbers:

- HIV/AIDS: MA366 – 10/97
- Mental Health Drugs: MA442 – 8/03

Eligibility determination is processed at a centralized office in Harrisburg, Pennsylvania. Eligible clients are issued an SPBP identification card, which may be used at enrolled Pennsylvania Medicaid providers who are also contracted with SPBP's online claims processing contractor, First Health Services Corporation.

What is the eligibility criteria?

Applicants must:

- Be a resident of Pennsylvania (not institutionalized).
- Provide proof of gross annual income. Currently, the income ceiling is \$30,000 for individuals, with an allowance of \$2,480 for each additional applicable family member (i.e. a family of three could have a combined gross income of \$34,960.)
- Provide a copy of their Social Security card.
- Provide medical need for SPBP covered drugs as indicated below.
- Applicants must submit photocopies of documentation which supports the eligibility criteria, along with their completed application.

For HIV/AIDS Applicants: A diagnosis of HIV/AIDS should be written on the physician's prescription and/or copies of HIV/AIDS specific drug(s) prescriptions provided.

For Mental Health applicants: Prescription with the DSM diagnosis for schizophrenia, including ICD-9-CM code, plus the signed physician's attestation found on the application.

All information received is kept strictly confidential and is only used for the purpose of program administration.

Currently, the program does not require recertification for program participation. In certain situations, some clients may have to reapply. For example: clients who have not utilized benefits for 6 months or longer or clients who might have been living in the community and moved out of state for an extended period of time, would have to reapply. **Clients must advise program staff of any changes regarding residence, income, third party insurance coverage and drug therapies on an ongoing basis.**

What does the SPBP cover?

The SPBP covers the cost(s) for drugs on the SPBP's HIV/AIDS Baseline Formulary Tiers Formulary or Mental Health Drugs Formulary; outpatient aerosolized pentamidine treatments; 12 piece IV administration package used with Ganciclovir therapy; and Clozaril support services, if applicable.

Providers should not submit claims for drugs not covered on the specific formularies. It is suggested that clients/patients be referred to drug manufacturer's patient assistance programs, drug trials, local AIDS service organizations, or mental health agencies for drugs not covered on the SPBP's formularies.

The Department of Health provides free CD4 T-Cell and viral load testing for eligible SPBP clients at various Department of Health clinics. Eligible SPBP clients should call the Department of Health's AIDS Factline at 1-800-662-6080 for information on how to access a viral load or CD4 T-Cell test site in their area.

What are the SPBP participant's responsibilities?

Eligible SPBP participants must present their eligibility card to enrolled Pennsylvania Medical Assistance providers who are also contracted with First Health Services Corporation only.

Clients must advise SPBP staff of any changes regarding residence, income, third party insurance coverage and drug therapies on an ongoing basis.

Clients must use all third party resources first, if applicable. **Clients who become eligible for drug coverage through Medical Assistance must inform their pharmacist and use their ACCESS card. The SPBP card becomes invalid.**

What are the provider's responsibilities?

The provider must be enrolled in the Medical Assistance Program to receive payment for services provided under the SPBP and have a signed contract with First Health Services Corporation. First Health Services is the SPBP's online claims processing contractor. Clozaril support services are only compensable for SPBP clients on Clozaril therapy and only for three specific provider types: (31) physician/physician groups (08) outpatient psychiatric clinics and (11) psychiatric partial hospitalization clinics.

All claims must be submitted online through First Health Services. The SPBP does not accept or process paper claims.

Providers should only submit claims for drugs on the SPBP formularies. Call 1-800-835-4080 for questions regarding provider enrollment and billing.

If third party coverage exists, the third party must be billed before billing the Department. Providers must bill Medicaid for SPBP clients who convert to drug coverage through an ACCESS card. Providers must accept reimbursement from the SPBP as payment in full. Dispensing limits parallel Medical Assistance: 100 units or a 34 day supply.

For additional SPBP information or applications, please contact:

SPBP
P.O. Box 8021
Harrisburg, PA 17105-8021
Or call
1-800-922-9384 (in state only)
1-717-772-6228 (local number)

SPECIAL NOTE FOR MEDICAL ASSISTANCE RECIPIENTS - Persons who are eligible for pharmaceutical coverage under Medical Assistance or through a Medical Assistance managed care provider are not eligible for SPBP coverage.

Practice Guidelines

DIABETES

- Since homeless patients can be transient, consider using a **diabetic monitoring card** to record labs and exams (Ridolfo and Proffitt, 2000). Designed specifically for homeless individuals with diabetes, the monitoring card is available through the HCH Clinicians' Network (cards come 100 to a pack; for a sample or to order call 615 226-2292).
- Provide **multivitamins with minerals**.
- Provide **toothbrushes, toothpaste and dental floss**.
- Assess the condition of the patient's shoes and socks.
- Teach patients how to examine their feet. If they cannot see the bottom of their feet, teach the patient how to use a **mirror**. Urge patients to visit the clinic immediately if they have open foot sores or areas of redness. Identify community resources for free shoes and socks, and refer patients as needed. Maintain a supply of clean socks to give to patients as needed.
- Suggest that the patient store insulin in an **insulated lunch bag**. Provide insulated lunch bags for insulin storage.
- Consider providing **alcohol wipes** to clean needles for reuse.

ASTHMA

- **Inhaler use** Ask patient to demonstrate use of inhaler; if patient is using it incorrectly, demonstrate correct use. Using street terminology to explain the correct method may be helpful in getting patient to inspire medication effectively – e.g., if patient smokes marijuana or cocaine, compare inhaler use to “taking a big hit off a joint or crack pipe.”
- **Spacers** Many patients don't like or use **spacers** (bulky, breakable). Seek alternative medication delivery modalities. Toilet paper rolls, blue respiratory tubing cut in six-inch pieces, and plastic water bottles can be used as substitutes for manufactured spacers.
- **Cleaning nebulizers & spacers** Teach patient how to cleanse nebulizers and spacers properly: take nebulizers and spacers apart, rinse in solution (vinegar and water, in equal proportions) and dry; don't just leave on the floor. Give patient a **bottle of vinegar** or make it available in shelters; homeless persons may have difficulty obtaining it on their own.
- **Flu Vaccine** Influenzae and pneumococcal disease can exacerbate asthma. Homeless people with asthma are especially vulnerable to these diseases, given their high risk for exposure to respiratory infections in congregate living situations. All asthma patients should receive influenzae vaccine annually and be immunized against pneumococcus according to standard clinical guidelines.

FINANCIAL BARRIERS

- If patient does not have prescription drug coverage and is ineligible for Medicaid or other public assistance, consider use of pharmaceutical companies' **Patient Assistance Programs** (www.needymeds.com) for low-income individuals, and/or US Department of Health and Human Services' 340B **Pharmaceutical Discount program**, if eligible (<http://bhpc.hrsa.gov/opa/>). Free medication samples can also be used, recognizing difficulty that sometimes occurs in obtaining medication for continued use.

IMMUNIZATIONS

- Keep all immunizations up to date according to standard clinical guidelines. (Recommended childhood immunization schedule is available at: www.aafp.org/x7666.xml.) Ensure that homeless children are given Haemophilus influenzae type b (Hib) conjugate vaccine each fall.

All healthy children under 24 months of age and children under 60 months of age with high risk conditions such as asthma (or other chronic pulmonary, cardiac or renal disease) should also receive the pneumococcal conjugate vaccine (PCV), especially if taking high-dose oral corticosteroid medications.

REPRODUCTIVE HEALTH

- Ninety-five percent of homeless women are sexually active (Nyamathi, 1993), yet 65 percent do not use birth control (Institute for Children and Poverty, 1996). Less than one percent of homeless women currently use **condoms**, despite lifestyles that place them at great risk for HIV and other sexually transmitted diseases (Gelberg, 1985; Shuler, 1994; Burroughs, 1990). More than one-fifth of homeless women using family planning services have not had a **Pap smear** in the past five years (Gelberg, 1985), compared to less than 9 percent of women in the general population (Hayward et al., 1988). This is alarming, given that 23 percent of homeless family planning clinic users had an abnormal Pap smear (Shuler, 1991). Despite their increased risk for sexually transmitted diseases and sexual abuse and their shared responsibility for undesired pregnancies, few homeless males of any age receive reproductive health services or sexual counseling unassociated with treatment for acute medical problems.
- **Preconception counseling** Discuss nutrition, mental health and substance abuse nonjudgmentally. Explain risks of pregnancy for patient and fetus related to alcohol, drug, and nicotine use. Also explain risks of psychiatric medications or other prescribed medications during pregnancy. Encourage folate-containing vitamin supplements in women of childbearing age. Educate client desiring pregnancy about advantages of and contraindications to breast feeding. **Vitamins** Prescribe **folate supplement** to all women of childbearing age (to prevent neural tube defects in fetus). Vitamins are usually appealing to homeless women, who have inadequate diets. Recommend **calcium supplement** (e.g., Tums) to patient on metroxyprogesterone acetate to counteract demineralization of bone caused by progesterone-only method.

Acknowledgements

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